

AD-A162 540 ATTITUDE SURVEY OF MILITARY FAMILY HOUSING OCCUPANTS 1/2
HAWAII 1985(U) NAVY PERSONNEL RESEARCH AND DEVELOPMENT
CENTER SAN DIEGO CA J K LAWSON ET AL. NOV 85

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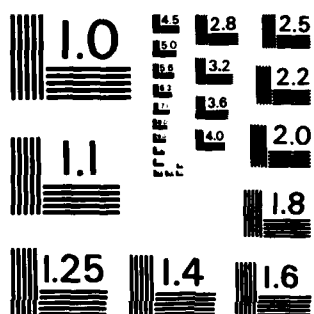
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Attitude Survey of Military Family Housing Occupants, Hawaii 1985

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Judith K. Lawson
Dianne J. Murphy

NPRDC TR 86-1

November 1985

Prepared for the Oahu Consolidated Family Housing Office by Navy Personnel
Research and Development Center, San Diego, California 92152-6800

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**ATTITUDE SURVEY OF MILITARY FAMILY HOUSING
OCCUPANTS, HAWAII 1985**

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FOREWORD

This survey of service personnel assigned in Hawaii and living in military family housing was conducted under the auspices of the Department of the Army, Oahu Consolidated Family Housing Office (OCFHO). The results are directed primarily to those involved in managing the approximately 18,850 military family housing units in Hawaii and in setting and implementing local policies that affect the living conditions of military families. Results are reported on responses from service members living in housing areas that are subsumed under the management of five area housing offices. A supplement to this report presents the frequency distributions of all responses and crosstabulation tables of the responses by Service, pay grade group, housing area, and assignment date (pre- and post-consolidation).

Appreciation is extended to all of the OCFHO staff for their assistance with the survey, and especially to the following persons:

- Mr. Jim Roberts, who was responsible for printing, distribution, and collection of the questionnaires.
- Dr. Betty Bates, who was the principal liaison between OCFHO and Navy Personnel Research and Development Center during the planning, administration, and completion of the project.

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EXECUTIVE SUMMARY

Background

Management of the approximately 18,850 military family housing units in Hawaii was consolidated under the Department of the Army as of 1 October 1983. The Oahu Consolidated Family Housing Office (OCFHO) sets local policy and oversees five area offices that serve the 38 individual military housing sites. OCFHO policy makers and managers need to know the experiences and opinions of service personnel about family housing and support services in order to make informed decisions. Additionally, service members' satisfaction levels and desires needed to be documented to provide baseline data for future evaluations of the consolidation.

Purpose

The primary purpose of the survey was to obtain detailed information about the services provided, problems, and needs of military families with respect to their family housing and support services. The survey was concerned with service members' attitudes, perceptions, and desires. The topics covered were:

1. Housing satisfaction, preference, and perceived effects.
2. Policies, procedures, and operations (including the loaner furniture program).
3. Facilities (e.g., physical adequacy of the residence, playgrounds, etc.).
4. Maintenance, services, and self-help.
5. Personal security.
6. Communications.
7. Housing referral and temporary lodging allowance (TLA).

Approach/Sampling/Returns

A survey instrument was developed on the basis of site inspections of the

housing areas, discussions with housing office personnel, interviews of service members stationed in Hawaii, information contained in previous studies, and on-site pretests of a draft questionnaire. The survey questionnaire was mailed during the week of 22 April 1985 to a random sample of 9,428 service members living in military family housing. Stratification by pay-grade group, housing area, and Service was accomplished through selection of every other occupied residence on the housing office rolls. The final sample of 3,800 represented an overall adjusted return rate of 40.9 percent. Due to the return rate being lower than 50 percent, sampling error is higher and nonresponse bias may exist. The reader is advised to interpret the data with caution. However, analysis of the data revealed that the pay-grade distribution was proportionate to the population and there were no obvious irregularities in the response patterns, with the possible exception of those from Schofield where the response rate was unusually low. It is possible in this case that the nonresponses created a negative bias in the data from Schofield.

Data analyses included frequencies, cross-tabulations, analysis of variance (ANOVA), and factor and regression analyses. Responses were compared by pay-grade group, Service, time of assignment to housing (selected variables), and housing area. Housing area was considered the major unit of analysis because it reflected both location and Service differences. In this report, "housing area" refers to all sites under the management of the five area housing offices and one suboffice (Barbers Point), which is particularly large. Appendix A contains a copy of the survey questionnaire. Appendix B contains response information by individual housing sites.

Summary of Results

Housing Satisfaction, Preference, and Perceived Effects

Approximately two thirds of the service members and their spouses were satisfied with their present housing unit. This was approximately 7 percentage points higher than found in a recent survey Navy Personnel Research and Development (NAVPERSRANDCEN) of personnel assigned overseas and living in military family housing.

Discounting cost as a factor, respondents in Hawaii showed approximately equal preference for military and civilian housing. By comparison, earlier NAVPERSRANDCEN surveys showed that in the continental United States civilian housing was preferred over military, while overseas the preference was greater for military family housing. Costs, availability of housing, and cultural differences in the three settings may partially explain the differences.

Consistent with the NAVPERSRANDCEN overseas study mentioned above, living conditions were perceived by the respondents in Hawaii to have a greater effect on their job performance than on military career intentions. Respondents in Hawaii were more likely than those assigned overseas to report positive effects of their living conditions on job performance and military career intentions. In both studies, however, choosing the neutral category (e.g., no effect, or neither positive nor negative) was common.

Policies, Procedures, and Operations

Respondents generally agreed that housing office personnel were knowledgeable and informative. But the manner of delivery of services was consistently evaluated in the negative. Respondents perceived a lack of concern and responsiveness among housing office

personnel and reported a lack of assistance to spouses when the service members are away. In the written comments, housing personnel were often described as discourteous.

Current policies and procedures that were rated very positively were those dealing with the availability of housing office services and copies of housing rules and regulations, as well as fairness in assignment to military family housing. Proper and equal enforcement of rules and regulations, however, was a major source of dissatisfaction. Residents wanted stricter enforcement of the rule requiring cleanliness of units and better pet control.

Respondents showed especially strong desire for more autonomy in making improvements to their residences. Specifically, they wanted permission to cover or screen lanais on existing slabs, cover or enclose outside storage areas or put up metal sheds, leave the improvements they make to the next residents when they move, and be allowed to fence their yards.

The time it takes to get loaner furniture was satisfactory to a majority in all areas.

Satisfaction with quarters inspections being completed before move-in varied by housing area. Follow-up maintenance inspections of quarters after they have been occupied for a short time and combining move-out and move-in inspections, when possible, were desired by the majority.

Facilities

Again, consistent with previous surveys in the continental United States and overseas, size of the residence emerged as an important component of satisfaction with the housing unit. Overall, more than two thirds of the respondents agreed that their housing

units were large enough to meet their needs. They also were generally satisfied with most of the other size and space aspects of the housing units (e.g., size of bedrooms, number of bathrooms, floor plan).

The most frequently reported facilities problem, across housing areas, was playgrounds. Negative responses on this topic included maintenance deficiencies as well as inadequacy of existing equipment (i.e., not enough equipment and lack of facilities for children of all ages). Nearly two thirds felt that safety should be considered more when purchasing or constructing playground equipment.

Over half the respondents agreed that the quality of the housing in their community is continually being improved. However, considerable differences in agreement were found by housing area. Nearly all respondents felt that full appliances (washer, dryer, dishwasher, and garbage disposal) should be available in all units.

Maintenance, Services, and Self-help

Maintenance personnel were reported to be courteous and the quality of their work considered good. Emergency response was also rated positively. Dissatisfaction was found with responsiveness to routine calls and scheduling of repairs (including the regularity of preventive maintenance). Respondents felt that contractors should be better controlled and that their work schedules should be published. They also strongly endorsed periodic resident surveys of maintenance needs and expansion of maintenance hours to include evenings and weekends.

Responses regarding services varied by housing area. Household trash and garbage collection was reported to be good by a strong majority in all housing areas, but bulk trash collection was a

problem in some. Significant percentages in all areas, except Hickam, were dissatisfied with the pesticide program and the regularity of fire inspections. The stocking of pesticides in the Self-help stores and multiple sprayings of vacant quarters were very popular proposals.

Self-help locations, hours, service provided, and encouragement of use of the program were rated positively in all areas. The single aspect showing less than half satisfied at any location was with the amount and kind of stock in the stores. In addition to wanting pesticides to be stocked, residents also felt that shrubs should be available and "how-to-do-it" libraries installed.

Personal Security

Respondents from Barbers Point, Pearl Harbor, and Kaneohe, especially, were most often dissatisfied with the adequacy of walking patrols during deployments. Concern about quarters security was prevalent in all housing areas, except Hickam. The two improvements considered most important by the respondents were provision of glass door and window locks and installation of dead-bolt locks and peepholes in all units. Respondents also felt that gates should be installed to control access to housing areas and that installation of protective fencing and institution of neighborhood watches would aid in security.

Communications

Communication problems were evident, in spite of the fact that most respondents reported receiving the OCFHO newspaper, Aloha Ohana, regularly, and nearly two thirds felt that it was interesting and informative. The results showed widespread misperceptions regarding responsibility for rule enforcement and what occupant improvements were allowed. Indications were that the suggestion boxes and the housing hotline were not often used, and

reported regularity of community meetings varied by housing area. Residents wanted to be kept better informed of policy changes, to have the names and numbers of neighborhood coordinators readily available, and to be provided with phone stickers that display work order and emergency numbers.

Housing Referral and TLA

Approximately three quarters of the respondents generally gave positive or neutral responses to items dealing with housing referral (i.e., accuracy of civilian housing lists, adequacy of inspections of civilian housing, and information on buying or leasing being provided by the housing offices). Since the population sampled all lived in military family housing, their experience with housing referral in Hawaii may be limited.

Respondents were generally positive with respect to those aspects of the TLA program measured (i.e., extensions when needed, relief of money problems, and maintenance of good hotel lists). Just over half agreed that the program had few, if any, problems. Mandatory briefings (on TLA as well as other housing topics) were endorsed for both service members and spouses.

Differences by Assignment Date (Pre- and Post-consolidation)

Responses to selected questionnaire items were compared by assignment date as a measure of attitudes over time. Of the eight items that had been worded appropriately to make comparisons, respondents assigned since the consolidation were more satisfied than the earlier residents with the mixing of Services in housing areas and the effectiveness of the suggestion boxes; they also agreed more often that accurate civilian housing lists were available to them when they arrived in Oahu, and that their housing units were clean when they moved into them. Of the four general satisfaction items on

which differences were found, respondents assigned to quarters after the consolidation showed greater preference for military versus civilian housing and reported greater overall satisfaction with the present housing unit (both service member and spouse) than did those assigned on or before the consolidation. In contrast, those assigned on or before the consolidation more often preferred their present housing area. These differences were statistically significant, although relatively small in terms of actual percentages.

Comparisons to the 1984 All-Services Family Housing Conference Interim Report

In general, the results of the present study mirrored those identified in the All-services conference report prepared by OCFHO in 1984. For example, perception of lack of concern among housing office personnel and widespread dissatisfaction with adequacy of play facilities for children were cited in that report. Where the results differed, either new policies or procedures had been implemented during the time between the studies (e.g., the new plant policy) or the problem was so site-specific in the conference report that it did not show up in the present study.

No new problems were discovered and some gains appear to have been made. For example, to improve communication between residents and OCFHO, the Aloha Ohana was published beginning in January 1985, suggestion boxes were placed in the housing offices, and a resident advisory board (all-services) and housing hotline were established. Furthermore, respondents to the survey reported that copies of housing rules and regulations were readily available and the appearance of the housing offices satisfactory, respondents found the self-help program to be much improved, and they expressed very strong approval for the new policy allowing plants to remain when occupants move out.

Trends in the Data

Other than those reported here, trends were difficult to distinguish due to the site-specific nature of many of the complaints and desires. In a very general sense only, the following trends were noted: Fort Shafter residents tended to be highly satisfied, with a focus of problems in the area of services such as pest control and trash collection; Schofield residents showed the lowest satisfaction overall and a concentration of problems with facilities (e.g., noise between units, lack of parking spaces, inadequate play facilities); Barbers Point residents were moderately satisfied overall and showed a pattern of problems focused on maintenance and services (response delays or nonresponse); Pearl Harbor residents, also moderately satisfied overall, reported the most problems with maintenance, services, and security (e.g., thefts); and Hickam respondents were highly satisfied overall, but reported dissatisfaction with many policies and procedures. Kaneohe residents also were highly satisfied overall and showed no concentration of problems by topic area.

The major consistencies found in the data were:

- 68 percent of the service members were generally satisfied with their present housing units.
- There was approximately equal preference for military and civilian housing.
- The manner of delivery of housing office services was a consistent source of dissatisfaction.
- Housing assignment was considered fair and housing office personnel knowledgeable and informative.
- The proper and consistent enforcement of rules and regulations (both housing and command) was a source of dissatisfaction.
- Nearly all aspects of playgrounds were reported as unsatisfactory.
- Maintenance personnel were considered courteous and the quality of their work generally good.
- Dissatisfaction with maintenance focused on response delays, nonresponse, and lack of preventive maintenance.
- The self-help program was rated very positively.
- There was strong desire for dead bolts, peepholes, and glass door and window locks for the quarters.
- There also was consistently strong desire for yard fencing, lanai covers and screens, and enclosed outside storage space.

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ATTITUDE SURVEY OF MILITARY FAMILY HOUSING OCCUPANTS, HAWAII 1985

INTRODUCTION

Background

The management of approximately 18,850 military family housing units for Army, Navy, Air Force, and Marine Corps personnel stationed in Hawaii was consolidated under the Department of the Army as of 1 October 1983. The Oahu Consolidated Family Housing Office (OCFHO), located at Fort Shafter, sets local housing policy and oversees five area offices that serve the 38 individual military housing sites. Prior to the consolidation, housing offices and areas were service-specific. Due to the locations of service work stations, area housing offices and individual housing sites continue to be somewhat service-specific. The housing sites subsumed under the Fort Shafter and Schofield offices primarily house Army personnel; Pearl Harbor office (including Barbers Point, a suboffice), Navy families; the Hickam office, Air Force; and the Kaneohe Bay office, primarily Marine Corps personnel.

Area housing offices implement procedures and policies; they deal directly with the military families. In addition to family housing assignment, services of the housing offices include management of the loaner furniture program, the self-help maintenance program, and the emergency maintenance desks; support at some offices for the temporary living allowance (TLA) program; provision of major household appliances (e.g., washers and dryers); storage of excess furniture and household goods; and pest control.

Purpose

Unlike previous housing studies for the Department of Defense (DoD) that

looked at broad issues of concern to military families, the present effort was an examination of day-to-day concerns of families living in a specific area. One goal of the consolidation was to make policies, procedures, and services equal for all housing areas and military services. The primary purpose of the survey effort was to obtain detailed information about the desires, perceived needs, problems, concerns, and satisfactions/dissatisfactions of military families with respect to their housing, housing management, and related support activities. This information was to be used as base-line data for annual readministrations of a needs/problems survey in order to track the progress of the consolidation with respect to both problems and their solutions. Specifically, the topics covered were:

1. Housing satisfaction, preference, and perceived effects.
2. Policies, procedures and operations (including the loaner furniture program).
3. Facilities (i.e., physical adequacy of the residence, playgrounds, etc.).
4. Maintenance, services, and self-help.
5. Personal security.
6. Communications.
7. Housing referral and TLA.

APPROACH

Navy Personnel Research and Development Center and OCFHO Responsibilities

The Navy Personnel Research and Development Center (NAVPERSRAND-CEN) and OCFHO shared responsibilities in the survey effort. NAVPERSRAND-CEN developed a draft questionnaire

that was pretested on site. After appropriate modifications and with the approval of OCFHO, the final instrument was provided to OCFHO for printing, distribution, and collection. Distribution was based on the sample size and design suggested by NAVPERSRANDCEN (discussed below). Collected questionnaire answer sheets were sent to NAVPERSRANDCEN for keypunching to magnetic tape. NAVPERSRANDCEN analyzed the data, and interpreted and documented the results.

Questionnaire Development

The survey instrument was developed from a number of sources: information found in the All-Services Family Housing Conference Interim Report (OCFHO, 1984); interviews with service members stationed in Hawaii; pretests of a draft questionnaire; previous DoD studies of housing satisfaction (Lawson, Somer, Feher, Mitchell, & Coultas, 1983; Lawson, Malof, Magnusson, Davenport, & Feher, 1985); and discussions with members of the OCFHO Review and Analysis Office. Grouping of the items by topic areas in the questionnaire followed the format of the all-services conference report. The draft questionnaire was reviewed and approved by the Installation Family Housing Working Group (IFHWG, commonly referred to as the O-6 Board.

Unstructured interviews were conducted on site with service members and spouses to determine whether any salient issues had not been covered in the all-services conference report. A draft questionnaire was pretested among small groups of service members and spouses, followed by group discussions with the pretest subjects, primarily to ensure that the wording was appropriate and the instructions understandable.

The questionnaire was organized in four parts. In the background section, respondents were asked to provide basic demographic information that would be used to explore differences, primarily as

a function of pay grade, housing area, branch of Service, or assignment date to military housing. Part 1 asked respondents about their current living conditions. Part 2 addressed issues of policy change, new procedures, and service members' desires for changes in their housing or housing area. Part 3 provided the respondents the opportunity to write comments and suggestions on any topic.

All questionnaire items, with the exception of the demographics, were in a simple 5-point Likert scale (from strongly disagree to strongly agree with the neutral midpoint at 3) response format. All items were worded in the same direction to simplify analysis. A low score in Part 1 would indicate dissatisfaction or a potential problem, while a high score would indicate that "all is well." In Part 2, a high item score would indicate desire for change or improvement while a low score would indicate less interest in that particular change. The final questionnaire consisted of 150 items. A copy is provided in Appendix A.

Sampling Strategy

NAVPERSRANDCEN and OCFHO agreed to sample 50 percent of the family housing occupants, across all housing areas, Services, and pay-grade groups. OCFHO was to accomplish this through selection of every other currently occupied residence on their family housing rosters. Based on the OCFHO data of available housing units, the total number of individuals included in the sample was in excess of 9,400. A 50 percent or better return rate was anticipated, based on previous surveys.

Data Collection

Advance publicity regarding the survey went out in the OCFHO newspaper, Aloha Ohana, just prior to the mailing of the questionnaire. This article encouraged those receiving the questionnaire to participate. Survey materials (cover letter, questionnaire with separate answer

sheet, and postage-paid return envelope) were mailed to respondents home addresses during the week of 22 April 1985. Respondents were requested to return the answer sheet and their written comments within 5 days of receipt.

After the questionnaire had been in the field for approximately 2 weeks, it became apparent that the number of the returns was considerably less than expected. (In most surveys, the bulk of the returns are received within 3 weeks of mailing.) To increase the response rate, the next issue of *Aloha Ohana* contained a second article reminding those who had not returned their questionnaire to do so. A follow-up "reminder" postcard was also sent to those in the sample during the last week of May. Also to increase the return rate, the cutoff date for returns was extended.

As a result of the reminder postcard, it became apparent that problems may have developed in the mailing process. The reminder postcard generated approximately 100 phone calls to OCFHO from family housing residents saying that they had never received a questionnaire and that they would like to participate. The questionnaires were sent by presorted first class bulk mail.

Obtained Sample

In order to leave time for analysis and writing, returns were cut off as of 20 June 1985. Of 9,428 questionnaires mailed originally, 187 were returned undelivered. Individuals who called as a result of receiving a reminder card were mailed a questionnaire. Fifty additional completed answer sheets were received from this group before the final cutoff date. As a result, the final usable sample was 3,800 respondents, representing an overall adjusted return rate of 40.9 percent. Adjusted rates are determined by dividing the number of returns by the total mailed out after subtracting those that were never delivered. Unadjusted return rates are determined by dividing

the returns by the total mailed regardless of whether they were delivered. While this return rate of less than 50 percent increases the sampling error, the results may be projected to the population with a 95 percent level of confidence (Cochran, 1963) for the major unit of analysis (i.e., by housing area). Further examination of the sample showed that the pay-grade distribution obtained sample was proportionally the same as the population. Responses, moreover, showed no obvious irregularities. However, nonresponse bias may be present in the data (i.e., the people who did not respond may be different from those who did), so the reader is advised to interpret the results with caution.

Return rates varied considerably by area, from a low of approximately 29 percent from housing areas under the Schofield office to a high of approximately 48 percent from the Pearl Harbor area. The return rates by area housing office shown in Table 1 are only approximations, since adjustments were not made to account for those that were not delivered.

Table 1

Unadjusted Return Rates by Area Housing Office

| Housing Office | Percentage |
|----------------|------------|
| Fort Shafter | 44.4 |
| Schofield | 29.4 |
| Barbers Point | 41.8 |
| Pearl Harbor | 48.0 |
| Hickam | 46.9 |
| Kaneohe Bay | 47.1 |

Table 2 shows the distribution of the sample obtained by Service and pay

Table 2
Obtained Sample by Service and Pay-grade Group^a

| Pay Grade | Army | | Navy | | Air Force | | Marine Corps | | Total | |
|----------------------|-------|-------|-------|------|-----------|------|--------------|-------|-------|------|
| | n | % | n | % | n | % | n | % | n | % |
| E-1 to E-3 | 2 | 0.2 | 19 | 1.2 | 4 | 0.6 | 1 | 0.2 | 26 | 0.7 |
| E-4 to E-6 | 612 | 58.0 | 857 | 56.0 | 293 | 43.9 | 270 | 53.0 | 2,032 | 54.0 |
| E-7 to E-9 | 191 | 18.1 | 341 | 22.3 | 191 | 28.6 | 125 | 24.6 | 848 | 22.5 |
| W-1 to O-3 | 152 | 14.4 | 143 | 9.3 | 63 | 9.4 | 75 | 14.7 | 433 | 11.5 |
| O-4 to O-7 and above | 99 | 9.4 | 170 | 11.1 | 116 | 17.4 | 38 | 7.5 | 423 | 11.2 |
| Total | 1,056 | 100.1 | 1,530 | 99.9 | 667 | 99.9 | 509 | 100.0 | 3,762 | 99.9 |

^aIn this table, as in others throughout the report, percentages may not always add to 100.0 due to rounding.

grade. The difference between the obtained sample (3,800) and the sample in Table 2 (3,762) represents the 38 respondents who failed to answer both questionnaire items--Service and pay grade. Individuals who did not answer both of these items, however, were retained in the final sample.

Data Analysis

The primary method used for data analysis was analysis of variance (ANOVA) of items by area housing office, pay grade group, Service, and assignment date. Housing area was considered the major unit of analysis because it reflected both location and Service differences. Items were grouped into meaningful factors within topic areas through the creation of unit-weighted scales based on factor analyses. These scales (factors) were also used in regression analyses to predict responses to overall measures of satisfaction. All analyses were performed on the IBM 4341, a mainframe computer using the Statistical Package for the Social Sciences (SPSS) (Nie, Hull, Jenkins, Steinbrenner, & Bent, 1975).

Statistical tests of significance (such as ANOVA) provide evidence for concluding, within some specified risk of error, that there are or are not real differences between the responses of groups. These tests are influenced by several factors, including sample size. In the present study, with its large sample, many statistically significant differences were found by housing area and by pay-grade group. However, not all statistically significant differences are meaningful in practical terms. In this report, only those differences that have some practical significance are reported.

Analytical comparisons across the 38 individual housing sites were not performed. Unless otherwise noted, "housing area" in this report refers to those groups of military housing units managed under the five area housing offices and the suboffice, Barbers Point, which is very large. Appendix B compares responses by individual housing site. However, these comparisons were not made statistically and are included as a management tool only.

SAMPLE

Service, Pay Grade, and Housing Area

The obtained sample of 3,800 respondents represented military housing residents in Hawaii in the proportions shown below by branch of Service (Figure 1) and pay grade group (Figure 2).

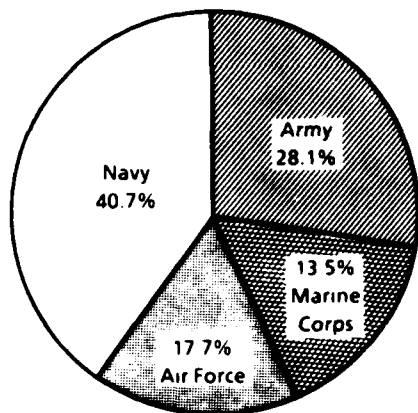


Figure 1. Sample distribution by service

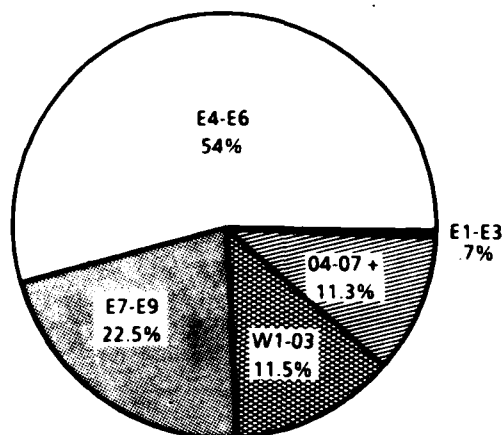


Figure 2. Sample distribution by pay grade group

The sample distribution by area housing office (Figure 3) approximates the proportions by Service, even after consideration of the crossing of Service lines in housing assignment.

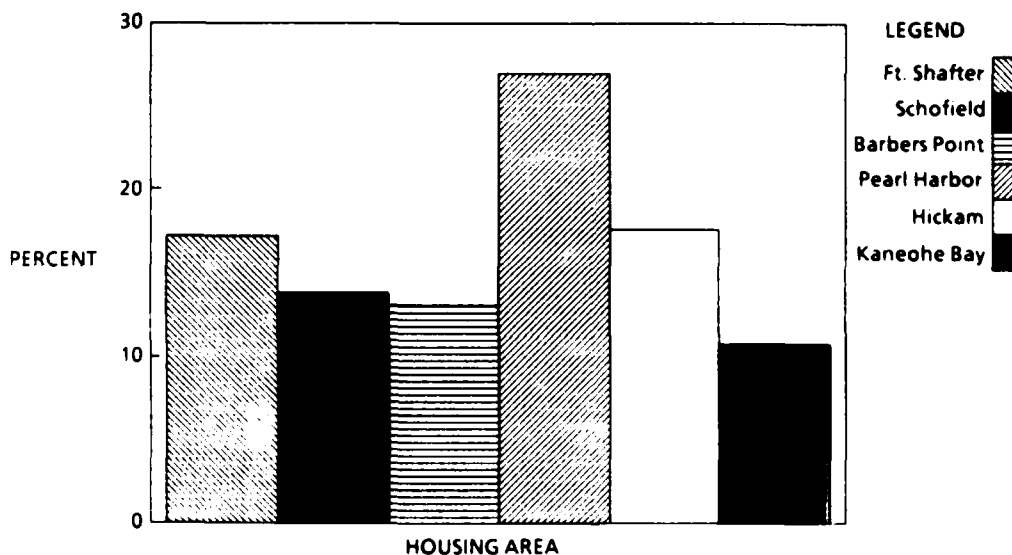


Figure 3. Sample distribution by area housing office.

Overall, 5.5 percent of the sample were living in housing areas other than those primarily occupied by their branch of Service. Just under 5 percent of the Army, 2 percent of the Navy, and 1.2 percent of the Air force respondents lived in housing where they were in the minority. In contrast, nearly one quarter (23.5%) of the Marine Corps respondents were living in areas other than Kaneohe Bay.

Assignment Date and Time on Waiting Lists

The respondents were nearly evenly split with respect to their assignment dates to military housing. Approximately 47 percent (47.4%) reported having been assigned on or before the date of the housing consolidation (1 October 1983) and 52.6 percent had been assigned afterward.

Close to one half (45.5%) of the respondents reported having waited less than 1 month for assignment, 28.0 percent for 1 to 2 months, 20.7 percent for 3 to 6 months, and 5.8 percent for a period of 7 months or longer.

RESULTS

Part 1. Present Conditions

In Part I of the questionnaire, service personnel were asked to indicate whether they agreed or disagreed with statements grouped under the following topic areas: housing policies and procedures, operations, facilities, maintenance and repair, services, self-help, security and safety, communications, the TLA program, and general satisfaction.

In the following sections that report the findings of the study, mean scores are used to report the study results when questionnaire items are grouped into factors and when an ANOVA, factor analysis, or regression analysis was performed. ANOVAs were used to determine statistical significance by housing

area and pay-grade group. The percent agreeing and disagreeing are used to report the responses to individual questionnaire items aggregated across housing areas and pay-grade groups.

Figure 4 compares the mean response scores for each of the 11 topics covered in Part I of the questionnaire for all respondents who answered the items. In this analysis, a mean was calculated for each topic (factor), including all statements in each of the sections (with the exception of general topics). All topics (factors) were scaled in the same direction. The two items in the general topics section that dealt with the OCFHO newspaper, Aloha Ohana, were included under the communications factor, so that the general topics section would reflect only overall measures of satisfaction with housing and living conditions.

Based on data aggregated across Services, housing areas and pay grades, mean responses were most positive on the policies and procedures, self-help, TLA, and general satisfaction factors. In contrast, overall means were negative for the services and security and safety factors. The means for the remaining five factors were very close to the middle of the scale, a result that indicates variation on the basis of Service, housing area, or pay grade. Because the sample distributions by Service and housing area were so similar, housing area was chosen as the major unit for comparison in the belief that it would provide more meaningful information for housing management. Also, while pay-grade analyses were performed on all items, reporting of the results by pay grade was limited to situations that suggested some practical use for the information. For example, since some individual housing sites have a majority of either enlisted or officer personnel, strong response differences or trends by pay grade may provide more insight about problems.

The following sections present and discuss the results by individual questionnaire items within topic areas.

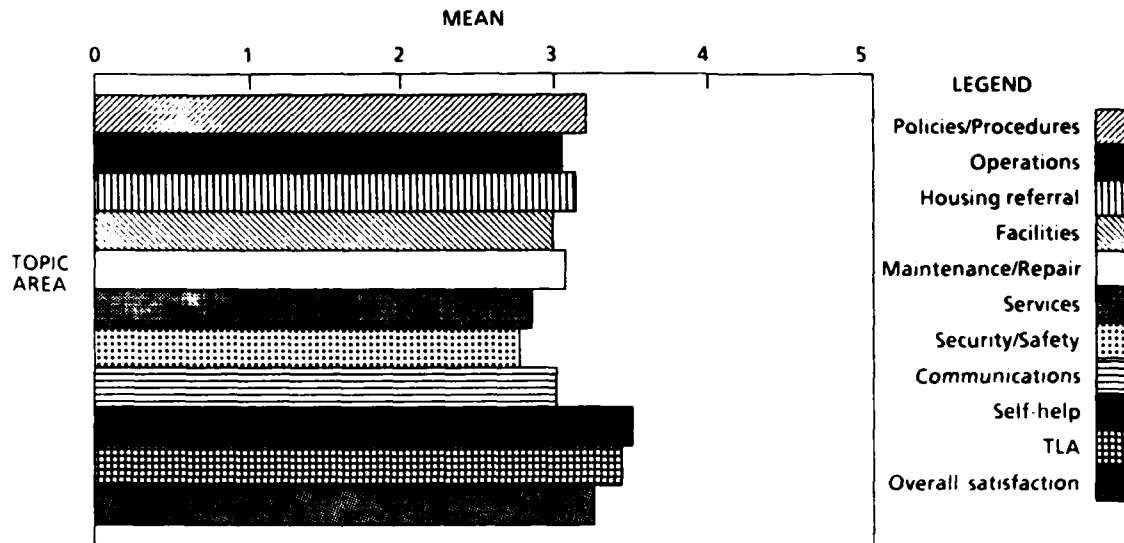


Figure 4. Overview - response means by topic area.

Policies and Procedures

Respondents were asked whether they agreed or disagreed with 21 statements regarding current policies and procedures. These statements included delivery of services by housing office personnel, housing assignment, housing rules and regulations, and several other topics. Overall, responses to these 21 statements were positive on 9 (i.e., over 50% agreeing) and negative on 12 (i.e., less than 50% agreeing). However, many of the item scores that varied around the middle (i.e., approximately 50% agreeing) were heavily influenced by responses from one or two housing areas only.

Figure 5 shows the six items on which respondents showed highest satisfaction and the six that presented problems to the greatest number of respondents.

By far, the policy of allowing vegetation planted by occupants to remain when they move out (Q26) was the one most widely supported by personnel in the sample. Respondents also showed strong, across-the-board agreement that their military housing was assigned fairly

(Q9), that copies of housing rules and regulations were readily available (Q20, Q21), that housing office appearance was satisfactory (Q15), and that housing office services were available to everyone (Q11).

By comparison, three of the six statements that revealed across-the-board dissatisfaction among respondents involved the manner of delivery of housing office services (O6, Q7, Q13). Two showed consistent negative perceptions regarding enforcement of rules and regulations (Q17, Q19). A problem with the present quarters cleaning policy (Q23) also was apparent.

For the remainder of the items under Policies and Procedures, agreement with the statements varied between 45 and 57 percent. The percentages of respondents agreeing and disagreeing with these items are shown in Figure 5a.

Differences by Housing Area. No meaningful differences were found by housing area on the 12 items shown in Figure 5.

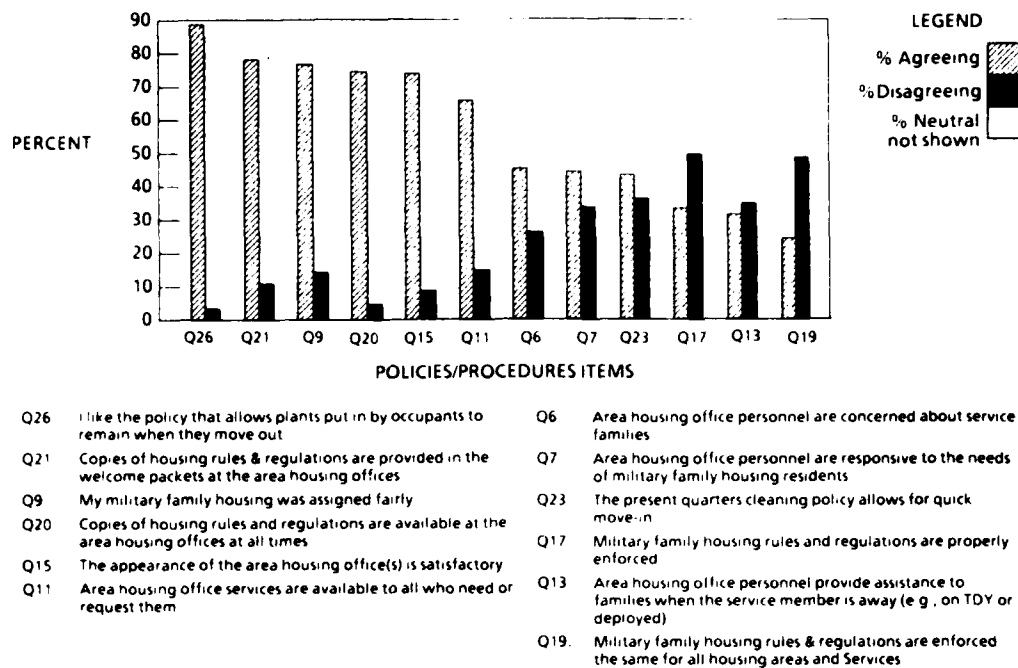


Figure 5. High and low responses to policies/procedures items.

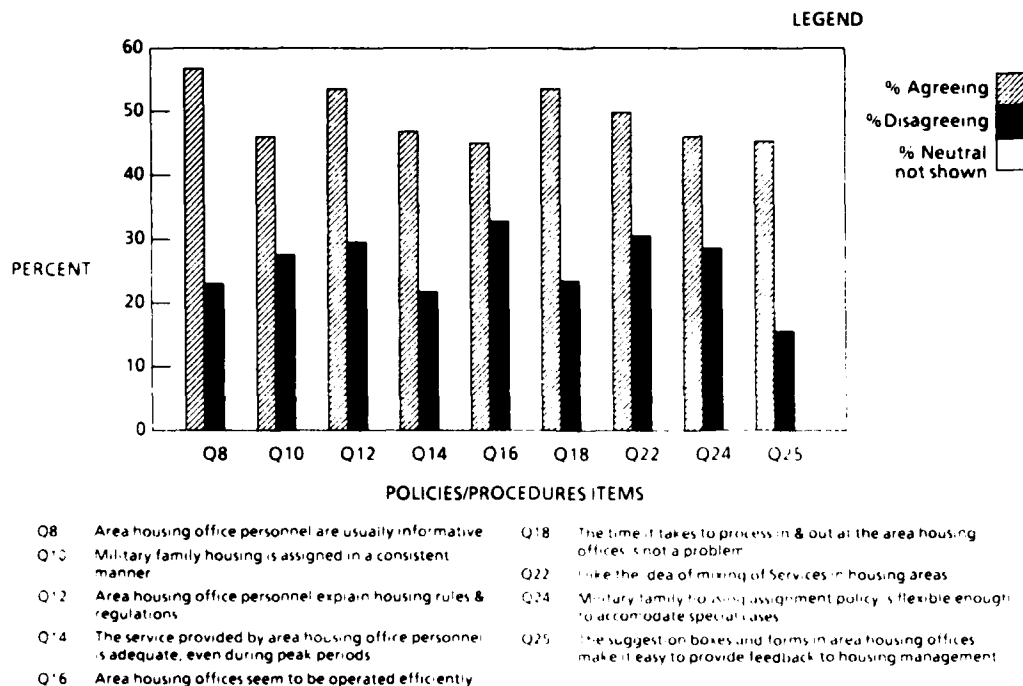


Figure 5a. Responses to remaining policies/procedures items

Of these nine questionnaire items, respondents from most areas were generally positive. Negative responses came mostly from residents of Hickam housing. In particular, Hickam residents were the least likely group to agree that housing office personnel were informative (Q8), that service was adequate even during peak periods (Q14), and that housing assignment policy is sufficiently flexible (Q24). They also did not agree with the mixing of Services in the housing areas (Q22), which stood in sharp contrast to the positive responses received from all other areas on this policy.

Perception of inconsistency in housing assignment (Q10) was highest at Barbers Point and Hickam, as was disagreement that housing rules and regulations are adequately reviewed and explained (Q12). In contrast, disagreement with these items was considerably less at most other areas. Dissatisfaction with the time for processing in and out of the housing office (Q18) was highest at Schofield and Hickam, and lowest at Barbers Point, Pearl Harbor and Kaneohe. Perception of housing office inefficiency (Q16) also was especially evident among Hickam residents, followed by those at Schofield and Barbers Point.

Differences by Pay Grade. Of the six items that were rated positively (as shown on Figure 5), the perception of fair assignment to military family housing was highest among the E-4 to E-6 respondents and declined slightly as rank increased. Of the six items rated negatively on Figure 5, enlisted respondents were slightly more dissatisfied than officers with respect to enforcement of rules and regulations, and satisfaction with the present quarters cleaning policy decreased as rank increased.

Referring to the items shown in Figure 5a, almost all of the pay-grade group response means were on the positive side of the response scale. However, dissatisfaction with housing office

informativeness and adequacy of service during peak periods increased as rank increased. Approval of the mixing of military Services in housing areas was higher among the E-4 to E-6 and W-1 to O-3 personnel than among the E-7 to E-9 and O-4 to O-7+ respondents. Officers also were more likely than enlisted respondents to report that assignment policy is inflexible. Perception of inconsistency in housing assignment, dissatisfaction with processing time at housing offices, and disagreement with the effectiveness of suggestion boxes also increased as rank increased.

Operations

Only four items were grouped under the operations topic area. Nearly three quarters of the respondents (73.1%) agreed that the time it took to get loaner furniture was not a problem (Q27), with 12.2 percent disagreeing. A majority (55.6%) also reported that their quarters inspections had been completed before they moved in (Q28), while 39 percent disagreed.

Responses to the remaining two items were negative. Less than one third of the respondents (29.6%) were satisfied with the length of wait for fencing approval (Q29), with 32.3 percent dissatisfied. Only 40.8 percent of the respondents reported that contractor deficiencies were usually corrected promptly (Q30) and 48.9 percent disagreed.

Differences by Housing Area. By housing area, dissatisfaction with quarters inspections having been completed before move-in (Q28) was slightly higher at Barbers Point and Kaneohe than among residents of other areas. Waiting time for fencing approval (Q29) was most unsatisfactory to those at Hickam, Fort Shafter, and Kaneohe. Negative responses regarding prompt correction of contractor deficiencies (Q30) were especially prevalent among those at Fort Shafter, Barbers Point, Pearl Harbor, and Kaneohe.

Differences by Pay Grade. The only meaningful difference by pay-grade group was that senior officers (O-4 to O-7+) were more likely than all other groups to report that their quarters inspections had been completed before they moved in.

Housing Referral

A majority of respondents (55 to 60%) reported that up-to-date, accurate civilian housing lists were available when they arrived on Oahu (Q31) and that housing offices provided information on buying, leasing, and contracts for civilian housing (Q33). Twenty-two to twenty-eight percent disagreed with these statements. In contrast, only 29.6 percent felt that inspection of civilian housing rentals before they were put on referral lists were adequate (Q32); 30.3 percent disagreed with them.

Differences by Housing Area. In general, the most satisfied responses regarding aspects of housing referral were found among those at Hickam and Kaneohe. However, 17 to 29 percent of the respondents, across areas, neither disagreed nor agreed with the statements on housing referral. The nearly even split in percentages disagreeing and agreeing with the adequacy of civilian housing inspections was found across all housing areas, with large percentages (31 to 47%) neither disagreeing nor agreeing. Since all respondents were residents of military family housing, they may have had limited experience with housing referral.

Differences by Pay Grade. No meaningful response differences were found by pay-grade group.

Facilities

Twenty-four statements were grouped under the facilities topic. They included satisfaction with dimensions of housing such as quality, condition, and convenience. Overall, 16 of the 24 items

were rated positively by a majority (52.7% to 81.9%) of the respondents.

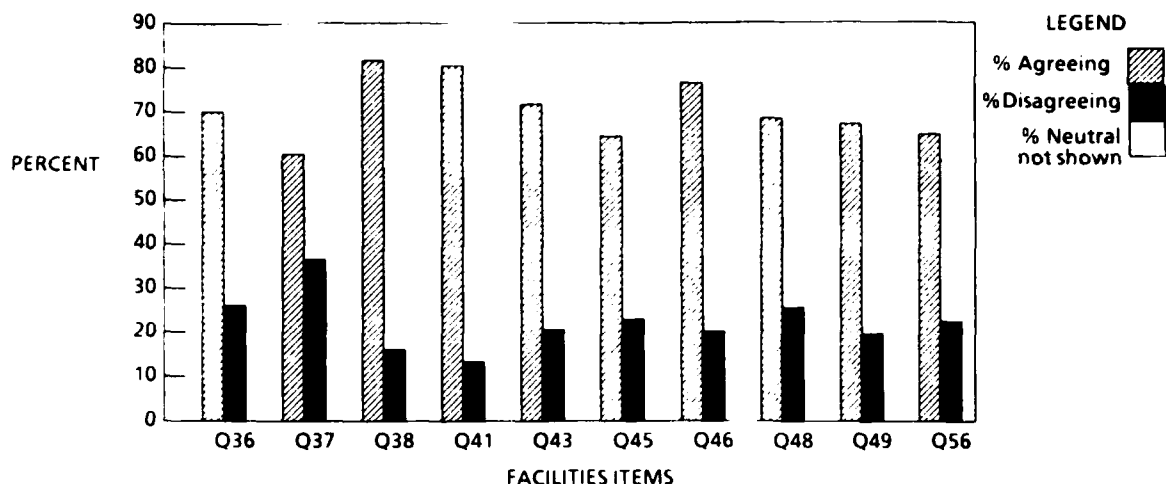
Figure 6 shows the 10 aspects of their facilities with which 60 percent or more of the respondents were satisfied. Overall, satisfaction was highest with residence and bedroom size (Q36, Q37), floor plan (Q45), number of bathrooms (Q38), convenience to work (Q41), location of playgrounds (Q56), operation of kitchen appliances (Q43), and adequacy of the hot water supply (Q46). Additionally, sidewalks and community facilities were considered adequate (Q48, Q49).

Figure 6a shows the aspects of their facilities with which the respondents were least satisfied. Playgrounds were found to be a major source of dissatisfaction (Q35, Q51, Q52, Q55, Q57). Respondents also were generally dissatisfied with the quality of the screen material used for their windows and doors (Q54), and they felt that their kitchens or bathrooms needed remodeling (Q50).

Figure 6b shows that 50 to 59 percent of the respondents agreed with the remaining seven statements about facilities. Lowered overall responses to these items primarily reflected differences in satisfaction levels by housing area.

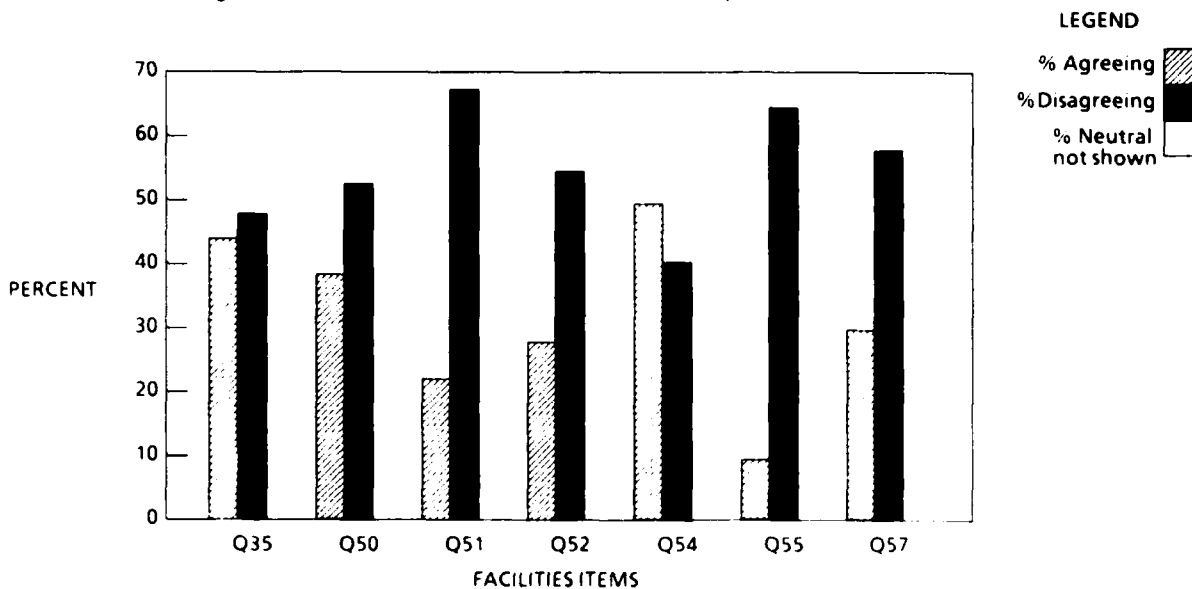
Differences by Housing Area. Regarding the questionnaire items shown in Figure 6, mean responses by housing area were all on the positive side of the response scale, with one exception. The overall response from Hickam residents regarding adequacy of bedroom size (Q37) was negative.

Referring to the questionnaire items shown in Figure 6a, mean responses to the items dealing with playgrounds and recreation equipment were uniformly negative across housing areas. The only exception was a slightly positive response mean, found among residents of Pearl Harbor sites, on the adequacy of



- | | | | |
|-----|--|-----|---|
| Q36 | My military family housing unit is large enough to meet our needs | Q45 | The floor plan of my housing unit is good |
| Q37 | The bedrooms in my military family housing unit are large enough | Q46 | My hot water tank is large enough to meet family needs |
| Q38 | There are enough bathrooms in my military family housing unit | Q48 | Sidewalks are adequate within my housing community |
| Q41 | My military family housing unit is located conveniently close to my work | Q49 | Community facilities are adequate to meet the needs of my housing community |
| Q43 | The operation of kitchen appliances in my housing unit is satisfactory | Q56 | Playgrounds in my housing area are located a sufficient distance from roads |

Figure 6. Facilities with which 60% or more of the respondents were satisfied.



- | | | | |
|-----|---|-----|--|
| Q35 | Parks and playgrounds are adequate in my housing area | Q54 | The door and window screen material currently being used is adequate |
| Q50 | Bathroom and/or kitchen remodeling is not needed in my housing unit | Q55 | Playground inspections are conducted often enough |
| Q51 | New playgrounds and improvements are not needed in my housing area | Q57 | Recreation area and equipment for different ages are adequate in my housing area |
| Q52 | Existing playgrounds are well maintained in my housing area | | |

Figure 6a. Facilities with which respondents were least satisfied.

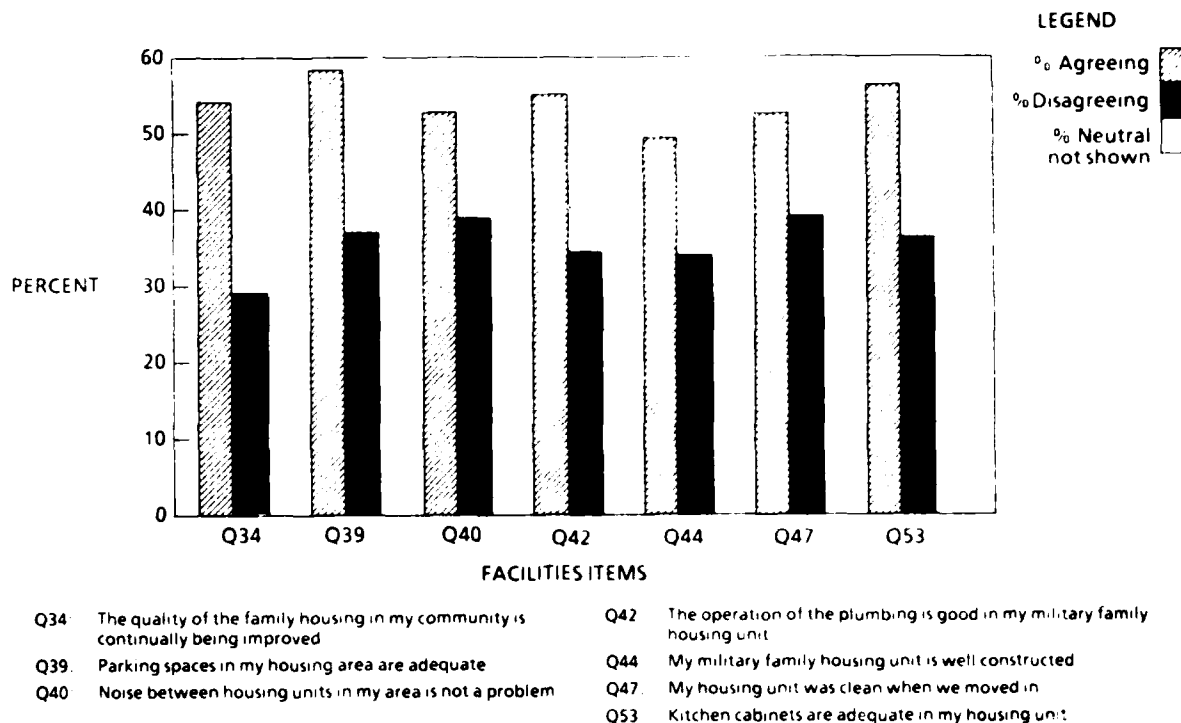


Figure 6b. Responses to remaining facilities items.

parks and playgrounds (Q35). Uniformly low response means also were found on the statements about kitchen or bathroom remodeling (Q50) and the adequacy of screen material (Q54). But Schofield, Pearl Harbor, and Hickam residents most often felt that kitchen or bathroom remodeling was needed (Q50), compared to residents in the other three areas.

Referring to the questionnaire items shown in Figure 6b, insufficient parking spaces (Q39) were reported primarily by Schofield residents, with those at Barbers Point and Kaneohe the most satisfied. Problems with noise between units (Q40) also were most evident at Schofield, and to a lesser extent, at Fort Shafter and Barbers Point. Greatest dissatisfaction with plumbing (Q42) was found at Pearl Harbor and Hickam. Negative responses regarding how well

the housing was constructed (Q44) most often came from service members at Fort Shafter and Barbers Point. Dissatisfaction with the cleanliness of the housing unit at the time of move-in (Q47) was most common at Schofield and Hickam. The most negative responses regarding the adequacy of kitchen cabinets (Q53) came from Hickam respondents, while the most satisfied respondents were found at Barbers Point.

One item in this last group (shown in Figure 6b) is of particular interest. Statement 34 asked the service members whether they agreed or disagreed that the quality of their military family housing was continually improving. Over half (54.2%) agreed. However, examination of the mean responses by housing area showed that negative responses to this statement came mostly from Schofield

and Hickam. The most positive responses came from residents of Fort Shafter and Kaneohe.

Differences by Pay Grade. Referring to the items shown in Figure 6, pay-grade comparisons showed no definitive pattern of differences, although there was some tendency for greater satisfaction to be found among senior officers. Similarly, senior officers were less likely than all other pay-grade groups to respond negatively to the statements shown in Figure 6a. One exception to this pattern, however, was the statement that kitchen or bathroom remodeling was not needed. In this case, senior officers were the most likely group to disagree.

Of the questionnaire items shown in Figure 6b, insufficient parking spaces and problems with noise between units were more often reported by E-4 to E-6s and W-1 to O-3s than the senior enlisted (E-7 to E-9) and senior officers. Greatest dissatisfaction with plumbing was found among senior enlisted personnel

and both officer groups than among the E-4 to E-6s. In contrast, senior officers were more likely than all other groups to report that their housing was well constructed.

Maintenance and Repair

Twelve questionnaire items measured satisfaction with aspects of maintenance and repair services. Responses were generally positive on half of the items (50% or more agreeing) and negative on the other half (44% or fewer agreeing).

Figure 7 shows the six items rated positively by 50 percent or more of the respondents. Overall, maintenance personnel were reported to be courteous (Q60), road maintenance in the housing areas was considered adequate (Q58), response to emergency service calls was satisfactory (Q61), and the quality of work was reported as generally good (Q66). Over 50 percent of the respondents also agreed that maintenance of

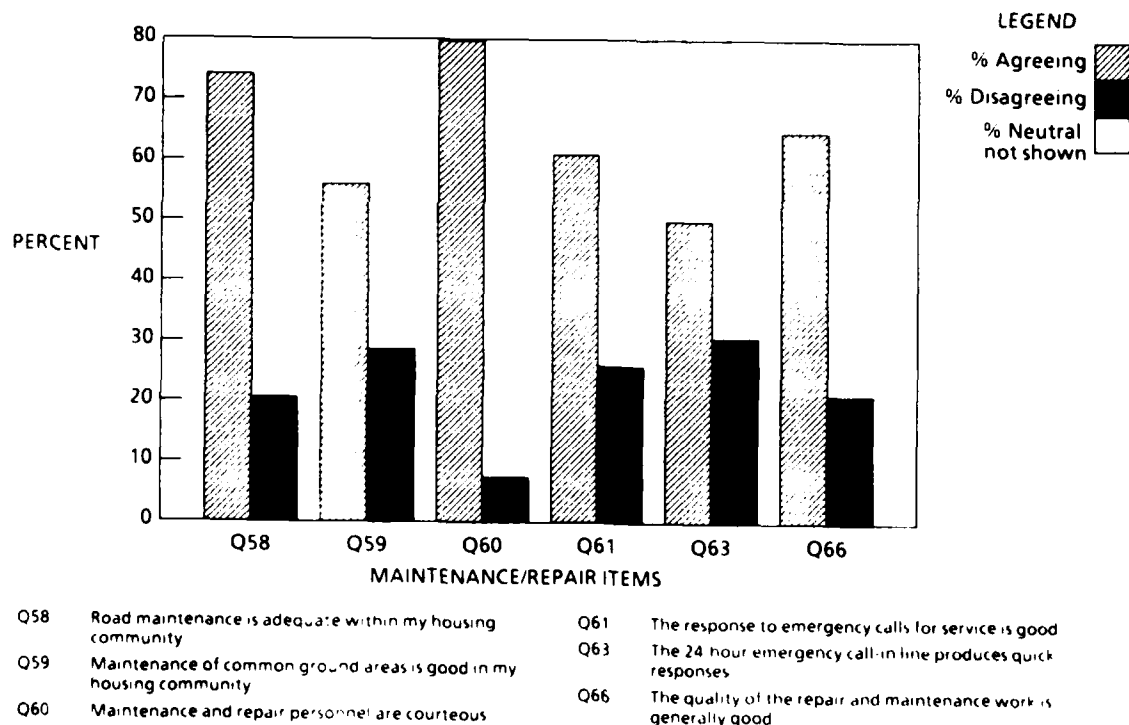


Figure 7. Maintenance/repair items rated most positively.

common ground areas was good (Q59). The least satisfactory item among the top six was the quickness of response from the 24-hour emergency call-in line (Q63).

Responses to the remaining six items on maintenance are shown in Figure 7a. The first three statements, with which 42-44 percent agreed, showed response differences primarily by housing area. On the remaining three items, across-the-board dissatisfaction was found with lanai maintenance (Q69), with occupants being given scheduled times for repairs (Q68), and with regular preventive maintenance being performed on the residences (Q67).

Differences by Housing Area. Referring to the items shown in Figure 7, positive mean responses were found across all housing areas regarding road maintenance (Q58), courtesy of maintenance personnel (Q60), quality of maintenance work (Q66), and response to emergency calls (Q61). Residents of

Kaneohe, however, were less satisfied than others with response to emergency calls. Maintenance of common areas (Q59) was most satisfactory to residents of Hickam, and least satisfactory to those at Schofield and Barbers Point. Similarly, Hickam residents were the most satisfied with the 24-hour call-in line (Q63), but the mean response from Kaneohe on this item was negative.

Referring to the items shown in Figure 7a, dissatisfaction with prompt appliance replacement (Q65) and with response to routine calls for service (Q62) was greatest at Fort Shafter, Barbers Point, Pearl Harbor, and Kaneohe. In contrast, residents of Schofield and Hickam were quite satisfied. Disagreement with the statement that faster service is resulting from assignment of work order numbers at the time of the call (Q64) was most prevalent at Barbers Point and Pearl Harbor, again with residents of Schofield and Hickam the most satisfied.

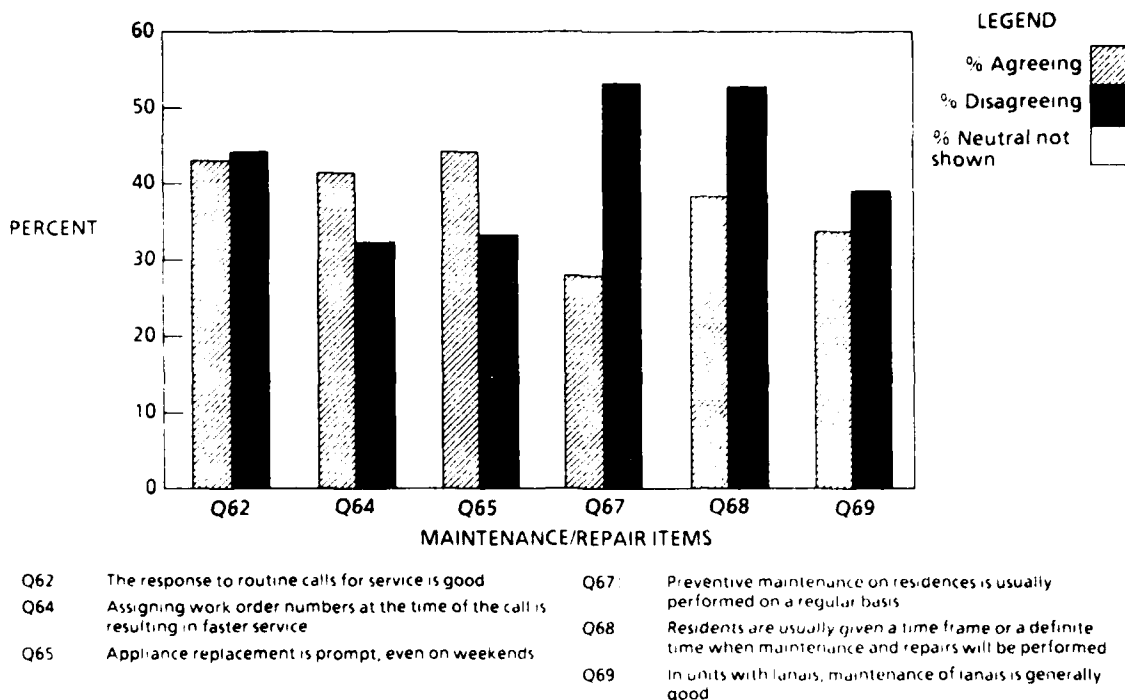


Figure 7a. Maintenance/repair items rated most negatively

Differences by Pay Grade. Regarding the items shown in Figure 7, senior officers were most likely to report that response to emergency service calls was good, but agreement with this statement decreased as rank decreased. Senior officers also were more positive than all other groups with respect to the maintenance of common areas and the quickness of response from the 24-hour emergency call-in line. In contrast, satisfaction with the quality of maintenance work decreased as rank increased.

Referring to the items shown in Figure 7a, the only pay-grade difference found was on time schedules for repairs. The W-1 to O-3 respondents were considerably more dissatisfied than other pay-grade groups.

Services

Responses to the five questionnaire items listed under services are shown in Figure 8. Over three quarters (76.5%) of

the respondents agreed that their household trash and garbage service was usually good and on schedule (Q70), and a majority (58.8%) also reported that bulk trash service was good (Q71). A majority, however, expressed dissatisfaction with ant and mosquito spraying (Q72), with the effectiveness of the pesticides used (Q74), and with the regularity of fire inspections (Q73) (56.0, 55.0, and 51.7% dissatisfied respectively).

Differences by Housing Area. Satisfaction with garbage service (Q70) was uniformly high across all housing areas. Respondents at Hickam and Kaneohe were generally satisfied with their bulk trash service (Q71); respondents from Barbers Point and Pearl Harbor gave mixed responses, and those at Fort Shafter and Schofield were generally dissatisfied. On the remaining three items (Q72-Q74), mean responses from all areas were negative, with the exception of Hickam. Hickam respondents, however, gave mixed responses regarding the effectiveness of pesticides.

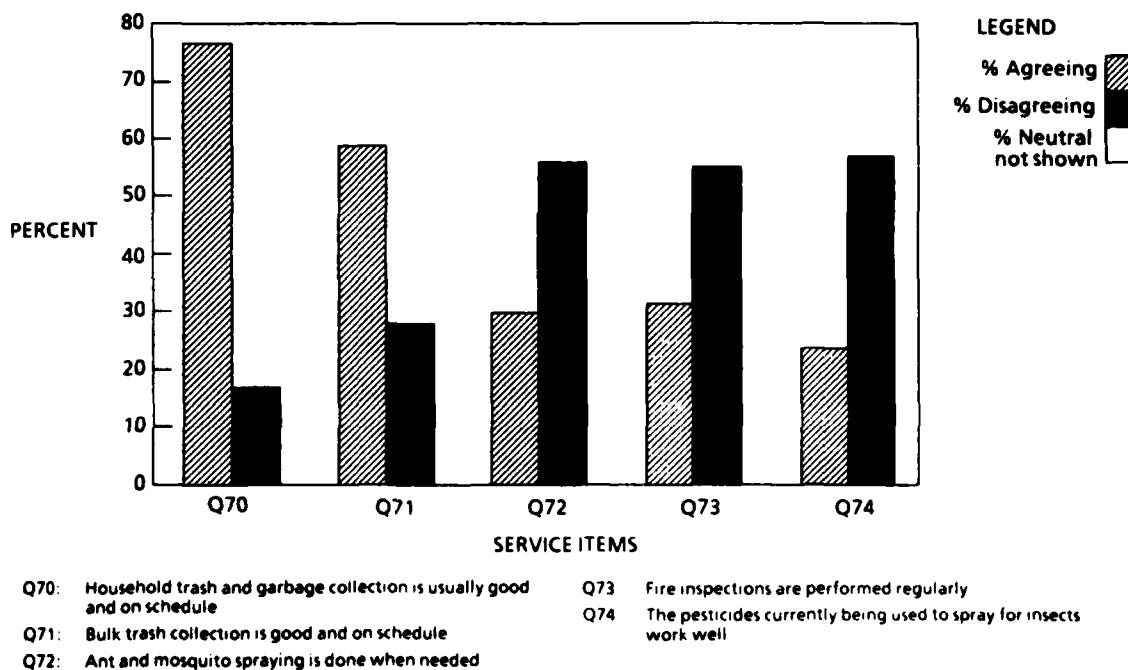


Figure 8. Responses to service items.

Differences by Pay Grade. By pay-grade group, dissatisfaction with ant and mosquito spraying, the effectiveness of pesticides, and the regularity of fire inspections was highest among E-4 to E-6 respondents and lowest among the senior officers.

Security and Safety

Responses to the three items on security and safety showed no overall trend, but were highly variable, especially by housing area. Only 35.4 percent of the respondents agreed that walking patrols were adequate (Q75), while nearly half (46.9%) disagreed. Half of the respondents (50.0%) agreed that quarters security was generally good (Q76), but 34.0 percent disagreed. Similarly, nearly half (49.5%) of the respondents agreed that speed limits in their housing areas were being enforced (Q77), but almost as many (42.6%) disagreed.

Differences by Housing Area. By housing area, negative mean responses on the adequacy of walking patrols (Q75) were found at Fort Shafter, Barbers Point, Pearl Harbor, and Kaneohe, compared to positive mean responses at Schofield and Hickam. Residents of all areas, except Hickam, tended to be more negative than positive about their quarters security (Q76). Greatest dissatisfaction with enforcement of speed limits (Q77) was found at Schofield, Pearl Harbor, Hickam, and Kaneohe, with the response means of respondents from Barbers Point and Fort Shafter falling on the positive side of the scale.

Differences by Pay Grade. By pay-grade group, E-4 to E-6 respondents were least likely and senior officers were most likely to agree that walking patrols were adequate. Similarly, senior officer responses to the remaining items under security and safety were considerably more positive than those from all other pay-grade groups.

Communications

Figure 9 shows the responses to the five items that were grouped under Communications in the questionnaire, as well as the responses to two others that dealt with the OCFHO newspaper, Aloha Ohana. Most of the respondents (82.5%) reported that they had been receiving the Aloha Ohana regularly since it was first published in January 1985 (Q96); 14 percent said they had not. A strong majority (64.0%) agreed that it was interesting and informative (Q97), with only 8.5 percent disagreeing with the statement. Nearly two thirds of the respondents (63.3%) also agreed that orientation and information packets provided to newcomers are adequate (Q78). Responses to items about the trouble desk (Q81) and the housing hotline (Q82) showed nearly equal percentages disagreeing and agreeing with the statements (i.e., 35.9% disagreed and 42.8% agreed on Q81; 22.4% disagreed and 30.8% agreed on Q82). Significant percentages neither disagreed nor agreed (21.3%-46.8%). Regarding the effectiveness of the housing hotline, in particular, nearly half of the sample (46.8%) responded that they neither disagreed nor agreed with the statement. This may reflect lack of experience using it.

Differences by Housing Area. The housing area that most often reported not receiving the OCFHO newspaper regularly (Q96) was Hickam. As might be expected Hickam residents were less likely to agree that it was interesting and informative (Q97). Regarding the regularity of community meetings (Q79), Hickam respondents were especially negative, followed by those from Kaneohe and Schofield. Greatest agreement that meetings were held regularly came from respondents at Barbers Point and Pearl Harbor. Again, perhaps as an artifact of the previous statement, Hickam residents strongly disputed the statement that OCFHO representatives were usually available at community meetings (Q80), while greatest agreement with the

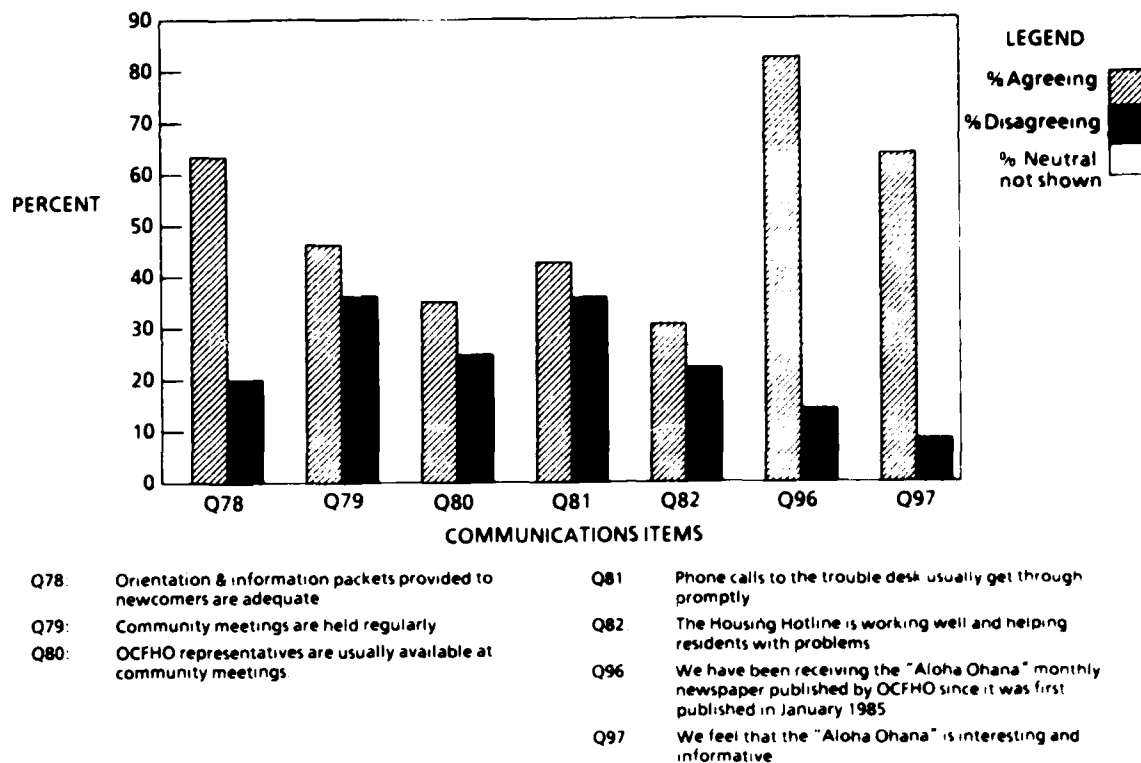


Figure 9. Responses to communications items.

statement was found at Fort Shafter and Barbers Point.

Differences by Pay Grade. No meaningful differences or trends were found on these items as a function of pay grade group.

Self-help

Of all the topics covered in Part I of the questionnaire, responses to the self-help items were the most positive. As shown in Figure 10, two thirds or more of the respondents agreed with six of the seven statements.

Mean responses on these six items were uniformly high, with one exception. The single "low" item regarding self-help

involved inventory and type of items stocked in self-help stores (Q85).

Differences by Housing Area. Respondents from Barbers Point, although positive overall, were less satisfied with service at the self-help store (Q86) than were respondents from other areas. Most satisfaction with inventory and stock (Q85) was found at Kaneohe and Fort Shafter. Greatest dissatisfaction came from Schofield, Barbers Point, and Hickam, with Pearl Harbor respondents in the middle.

Differences by Pay Grade. Most response differences by pay grade group were too variable to distinguish trends. However, E-4 to E-6 personnel were the most positive group, with positive responses decreasing as rank increased.

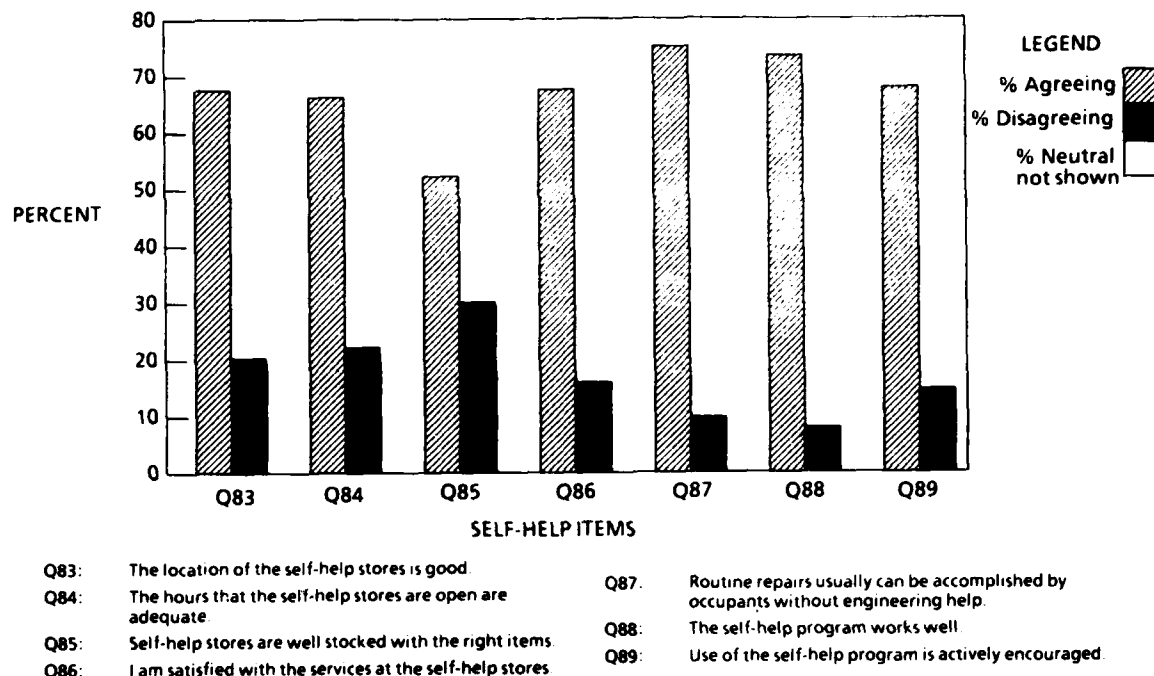


Figure 10. Responses to self-help items.

TLA Program

Of the four items on the TLA program, strongest endorsement (78.0%) was found to the statement that good hotel lists were provided (Q93), with 8.6 percent disagreeing. A strong majority (61.6 to 63.2%) also agreed that TLA is extended when needed (Q91) and that it relieves service family money problems (Q92) with 18.9 percent and 25.1 percent disagreeing respectively. Less agreement (53.3%) was found with the statement that the TLA program had few, if any, problems (Q90), with 31.0 percent disagreeing.

Differences by Housing Area. No meaningful differences were found by housing area.

Differences by Pay Grade. Only one difference by pay grade group was found: E-4 to E-6 respondents were more likely than all other groups to agree that TLA

relieves money problems for military families.

General Topics

The final section of Part I contained six items that attempted to relate attitudes toward the present living conditions to overall satisfaction, potential readiness (i.e., job performance), and retention (i.e., career intentions).

Figure 11 shows the percentage of respondents agreeing and disagreeing with these six statements. These statements involved housing preference (Q94, Q95), housing satisfaction (Q98, Q99), and the perceived effect of living conditions on job performance (Q100) and career intention (Q101).

Preference for military over civilian housing, if costs were not a factor (Q94), drew mixed responses. Only slightly more agreed (44.5%) than disagreed (42.4%).

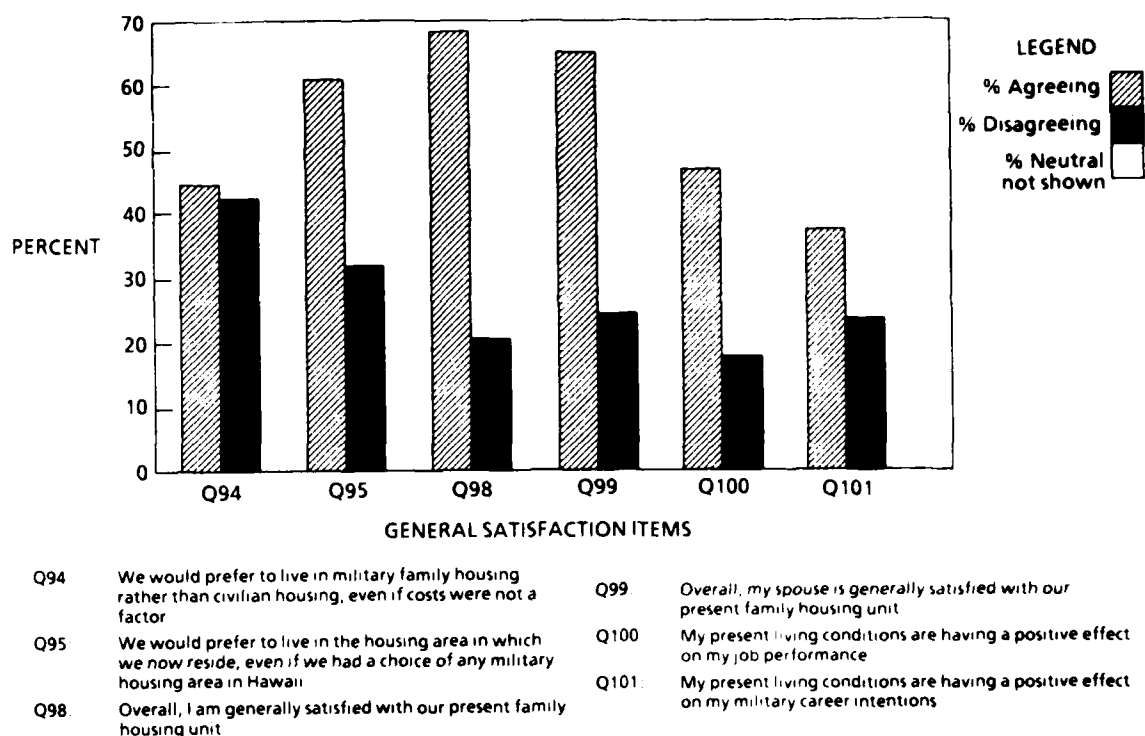


Figure 11. Responses to general satisfaction items.

Preference for the current military housing area, given a choice of any in Hawaii (Q95), showed 61.2 percent agreeing and 31.8 percent disagreeing.

The most positive responses on the six items shown in Figure 11 were found to the statements regarding service member and spouse overall satisfaction with the present housing unit (Q98 and Q99). Over two thirds (68.3%) of the service members reported that they were satisfied, compared to 21.0 percent who were not. Slightly fewer spouses (65.4%) were reported to be satisfied and slightly more dissatisfied (24.4%). It is assumed here that most service members answered for their spouses, with or without consultation, since overall mean responses for service members and spouses were nearly identical.

Differences by Housing Area. Although there were no major differences in preference for military versus civilian housing by housing area, preference for

military housing (Q94) was slightly higher at Fort Shafter and Kaneohe (49%) compared to all other areas (42 to 44%). Residents of Fort Shafter, Hickam, and Kaneohe most strongly preferred their current location (66.1 to 69.9% and 70.3% respectively), while residents of Schofield (49.7%), Barbers Point (55.5%), and Pearl Harbor (57.2%) were less enthusiastic (Q95). Service member satisfaction with the present housing unit (Q98) was highest at Fort Shafter (72.5%) and Kaneohe (73.4%), and lowest at Schofield (59.6%). All other areas showed between 66 and 70 percent satisfied. Spouse satisfaction by housing area (Q99) mirrored that of the service members, but at a slightly lower rate (55 to 70%).

Table 3 shows the responses to the items on job performance (Q100) and career intention (Q101), overall and by housing area. The response scale has been collapsed to simplify the table.

Table 3
Perceived Effect of Living Conditions on Job Performance
and Career Intention by Housing Area

| Housing Area | Percentages | | |
|---|-------------|---------|-------|
| | Disagree | Neutral | Agree |
| Q100: My present living conditions are having a positive effect on my job performance. | | | |
| Fort Shafter | 19.3 | 30.5 | 50.2 |
| Schofield | 25.2 | 33.7 | 41.1 |
| Barbers Point | 18.1 | 37.3 | 44.6 |
| Pearl Harbor | 15.8 | 37.3 | 46.9 |
| Hickam | 18.0 | 35.7 | 46.2 |
| Kaneohe | 11.7 | 35.8 | 51.5 |
| Overall | 18.0 | 35.1 | 46.9 |
| Q101: My present living conditions are having a positive effect on my military career intentions. | | | |
| Fort Shafter | 24.6 | 36.3 | 39.1 |
| Schofield | 26.4 | 36.7 | 36.9 |
| Barbers Point | 24.7 | 40.0 | 35.1 |
| Pearl Harbor | 23.1 | 40.5 | 36.5 |
| Hickam | 23.7 | 41.5 | 34.9 |
| Kaneohe | 29.0 | 34.6 | 46.5 |
| Overall | 23.8 | 38.7 | 37.6 |

It can be seen readily from the table that reporting of positive effects of the present living conditions was highest at Fort Shafter and Kaneohe. Respondents from these areas also reported the greatest satisfaction with their present residence. In contrast, residents of Schofield were least likely to agree that their living conditions were positively affecting their job performance and were the most dissatisfied with their present housing unit.

Differences by Pay Grade. Only one difference was found by pay-grade group. Senior enlisted (E-7 to E-9) respondents and senior officers (O-4 to O-7+) personnel preferred their present housing area over others in Hawaii more

often than E-4 to E-6 and W-1 to O-3 personnel.

Comparison of Selected Items by Assignment Date

Only a few items from Part I were considered appropriate for response comparisons based on assignment date to military family housing. These items were either worded in the past tense (e.g., Q9: My military family housing was assigned fairly.) or were meant to measure reactions to recently implemented policies and procedures (e.g., Q26: plant policy). In all other cases, respondents were evaluating the present situation (e.g., Q8: Area housing office personnel are usually informative.).

Interpretation of response differences by assignment date was not meaningful for these items. For example, respondents in both groups (pre- and post-consolidation) may have used housing office services at any time since their assignment. Therefore, when responding to the majority of the items, they may have reacted to either recent or past experiences. Response comparisons were included, however, on the items dealing with housing preference, overall satisfaction, and perception of the effects of living conditions on job performance and career intentions.

Of the eight specific items in Part I (Q9, Q22, Q25, Q26, Q28, Q31, Q47, Q82) that were compared by assignment date, four showed statistically significant differences. All of these showed that respondents were more positive if they had been assigned after 1 October 1983 than before. In particular, respondents assigned after 1 October 1983 agreed more with the mixing of Services in housing areas (Q22); that suggestion boxes and forms in the area housing offices made it easy to provide feedback to housing management (Q25); that accurate civilian housing lists were available to them upon arrival (Q31); and that their housing units were clean when they moved in (Q47).

Of the six general satisfaction items under General Topics, four showed statistically significant response differences by assignment date. Respondents assigned after the consolidation more often preferred military over civilian housing (Q94) and reported greater overall satisfaction with their present housing unit (Q98 and Q99, both service member and spouse). In contrast, greater preference for the present military housing area (versus others in Hawaii) was found among respondents assigned on or before the consolidation.

RESPONDENT DIFFERENCES BY ASSIGNMENT DATE

Assigned Before the Consolidation

- Greater preference for present housing area versus others in Hawaii.

Assigned After the Consolidation

- Greater agreement with:
 - Mixing of Services in housing areas.
 - Suggestion boxes were effective.
 - Accurate civilian housing lists were available.
 - Housing was clean at move-in.
- More likely than those assigned before to:
 - Prefer military over civilian housing.
 - Report greater service member and spouse overall satisfaction with the present housing unit.

Chi-square analysis of the statements about the OCFHO newspaper, Aloha Ohana, showed that respondents assigned on or before 1 October 1983 were significantly more likely to be receiving the newspaper regularly than were those assigned after that date. However, respondents assigned later more often agreed that the newspaper was interesting and informative.

Summary Statistics

Factor analyses performed on the items in Part I broke the topic sections down into 12 factors that were more specific than the original 11 in the questionnaire. The items included in these factors were used to create factor-based

scales, with unit weighting. Based on the item loadings, the 12 scales were named as follows: housing personnel/services (Q6-Q8, Q10-Q16, Q18); residence size (Q36-Q38, Q45); playgrounds (Q35, Q51, Q52, Q55, Q57); maintenance responsiveness (Q60-Q65); quality of maintenance (Q58, Q59, Q66-Q69); operations (Q27-Q30); housing referral (Q31-Q33); services (Q70-Q74); security/safety (Q75-Q77); communications (Q78-Q82); self-help (Q83-Q89); and TLA (Q90-Q93).

The 12 factors described above, along with pay grade, were then used in regression analyses to predict (or describe) responses to the items concerned with housing preference and satisfaction, and the perceived effects of living conditions on job performance and career intentions. Table 4 shows the factors that contributed most to the responses on the items being predicted, as well as the strength of the prediction. The maximum prediction possible is 1.00. In all cases, the first factor listed under the contributing factors is the one that most influenced the prediction.

The strength of the predictions of Q94 and Q95 (.35 and .38 respectively) show that preference for military housing and for the present housing area were only slightly influenced by the factors listed. With the first factor listed always the one contributing the most, it is reasonable that respondents' experiences with housing referral probably would have some influence on whether they prefer military or civilian housing (e.g., learning of the availability and cost of civilian housing). However, since the bulk of the influence (i.e., 65% of the variance) has been left unaccounted for, other factors are probably much more important. Similarly, preference for the present housing area over others in Hawaii was only slightly influenced by the size of the unit and the other factors listed. Residence size has been shown in other studies (Lawson et al., 1983, 1985)

to be of primary importance to housing satisfaction. However, since the respondents all lived in military housing, which is presumed to be of standard size depending on rank, the low influence of this factor in the prediction would be expected.

Service member and spouse overall satisfaction with the present residence showed the typical emphasis on size as an important aspect of satisfaction (.53 out of 1.00). The next most important aspect, housing personnel and services, contributed an additional 7 percent. It may be that experiences with housing offices contribute to the attitude of service members in terms of the ease with which day-to-day problems can be solved (e.g., assistance to spouses when the service member is away) or information obtained. The remaining 46 percent of the variance not accounted for indicates that there are other factors in housing satisfaction that were not measured in the present study. However, the 53 percent influence of residence size suggests that it is a strong component of housing satisfaction.

Regarding the perceived effects of living conditions on job performance and career intentions, the regression analyses indicate that the housing personnel and services factor strongly influenced these perceptions (.49 and .50 respectively). Many of the items in this factor touch on the manner in which services are delivered (e.g., with concern, consistency, efficiency). While these findings only represent the feelings of a small subsample, the strength of the prediction suggests that manner of delivery of services may be an important component in the formation of more general attitudes held by service members. This speculation also gains credence from the across-the-board negativity that was found with statements about housing office personnel concern and responsiveness, as well as assistance given to spouses when the service members were away.

Table 4
Factors Contributing to Prediction of Selected Item Responses

| Response Predicted | | Contributing Factors | Strength of Prediction |
|--------------------|---|---|------------------------|
| Q94: | Preference for military versus civilian housing | Housing referral Quality of maintenance Operations Housing personnel and services | .35 |
| Q95: | Preference for the present housing area | Residence size Services TLA Communications | .38 |
| Q98: | Service member satisfaction with the present housing unit | Residence size Housing personnel and services Quality of maintenance TLA Communications Operations | .64 |
| Q99: | Spouse satisfaction with the present housing unit | Residence size Housing personnel and services Quality of maintenance TLA Communications | .63 |
| Q100: | Perceived effect of living conditions on job performance | Housing personnel and services Quality of maintenance Residence size Communications Housing referral | .59 |
| Q101: | Perceived effect of living conditions on military career intentions | Housing personnel and services Residence size Quality of maintenance Services Playgrounds | .62 |

Note. The reader is cautioned here that only those respondents who answered all items in the factors were included in the analyses. As a result, these findings are based on a subsample of responses.

Part 2. What Should Be

In Part 2 of the questionnaire, respondents were asked to respond to statements regarding their perceived needs and what "should be" done to improve living conditions in military family housing. Items in this section were grouped under the topics: policies and procedures, maintenance and repair, security and safety, and self-help.

Responses to most items in Part 2 were quite high. Figure 12 shows the mean response scores for each of the four topics covered in Part 2 of the questionnaire for all respondents who answered the items. A mean response was calculated for each topic area (factor), including all statements in each of the sections.

The mean responses to these four factors were nearly identical and were uniformly high. However, differences were found by housing area or pay-grade level for many individual items.

Policies and Procedures

Strong endorsement was found to most of the 20 statements in the policies and procedures section. Figure 13 shows the 11 items with which 70 percent or more of the respondents agreed.

Over 90 percent of the respondents agreed that phone stickers with work order and emergency numbers should be provided (Q121); washers, dryers, dishwashers and disposals should be available in all units (Q120); and residents should be allowed to cover and screen lanais where slabs exist (Q108). Mean responses to these three statements were uniformly high at all housing areas and by all pay-grade groups.

Eighty to ninety percent felt that residents should be allowed to fence their yards (Q112), that families need to be informed of policy changes on a more regular basis (Q116), that occupant improvements should be allowed to remain with the property (Q106), that the sponsor program should be encouraged more (Q119), and that rules requiring residents to keep their quarters clean should be strictly enforced (Q136).

Seventy to eighty percent of the respondents also responded that the names and numbers of area coordinators should be readily available (Q103), that E-1 to E-3 personnel with dependents should be allowed in family housing (Q104), that residents should have covered or enclosed outside storage (Q109), and that one or more person in each area housing office should be assigned to assist newcomers (Q118). On

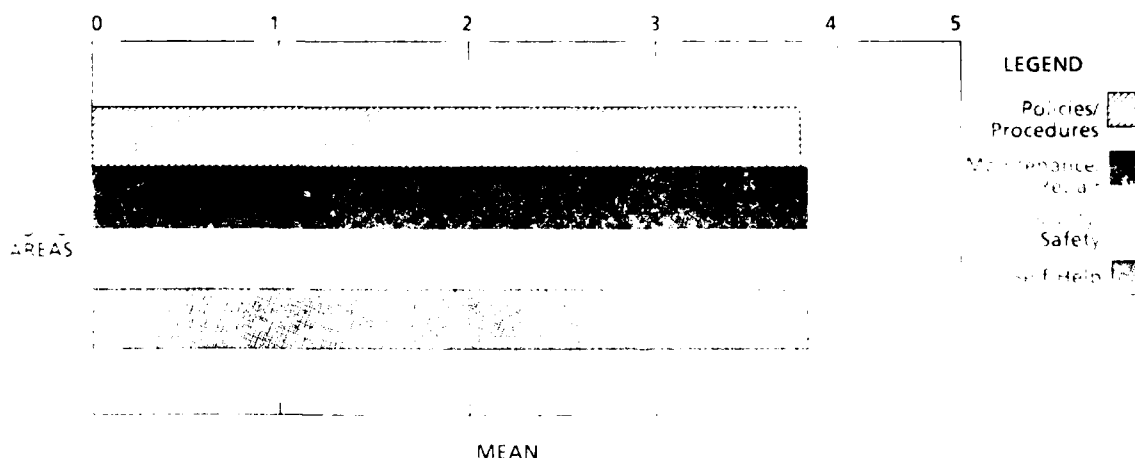


Figure 12. Overview - Response means by topic area

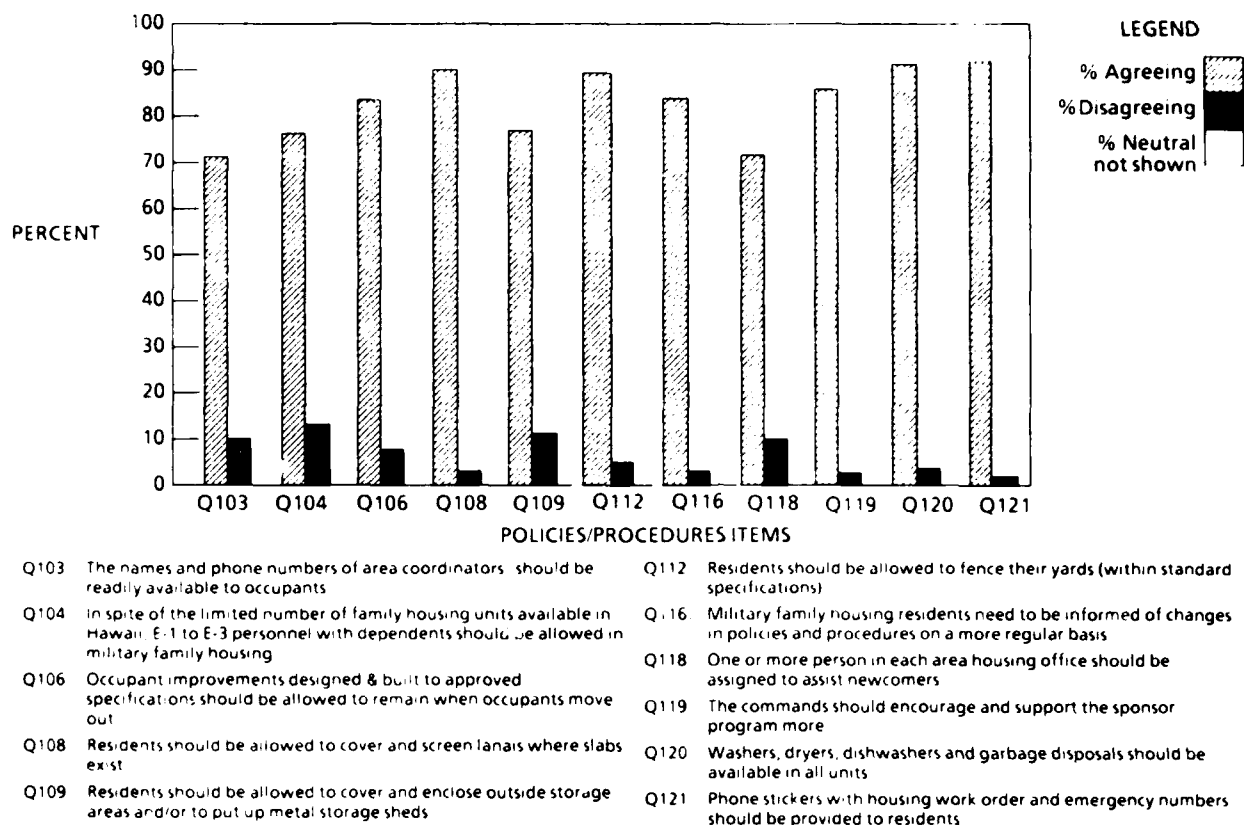


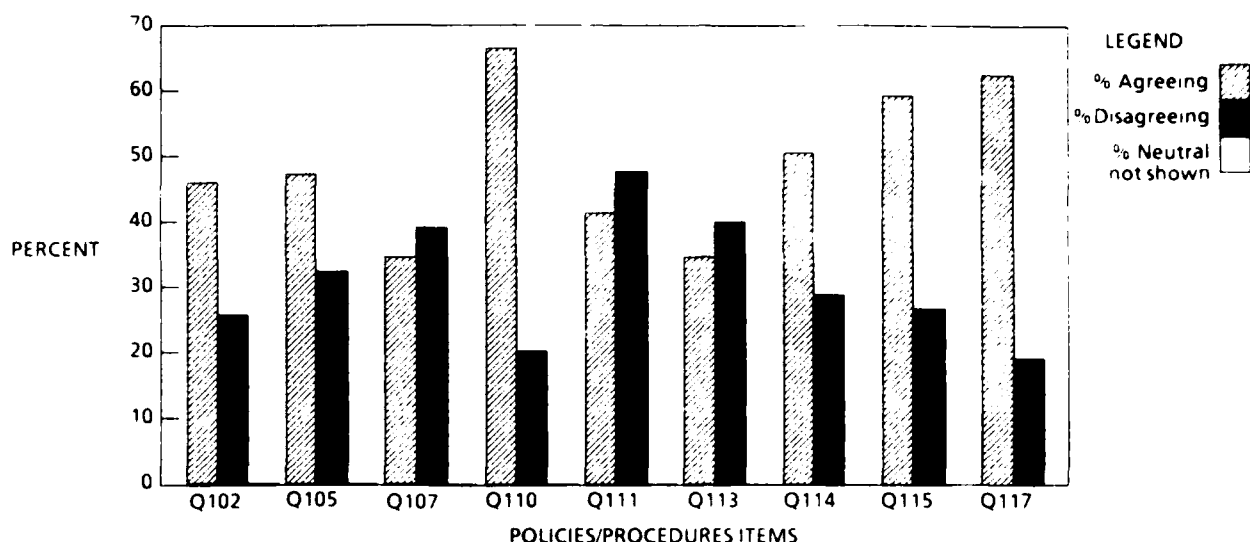
Figure 13. Policies/procedures items endorsed by 70% or more of the respondents.

these items, mean responses were lower overall, and differences were more evident by housing area.

Figure 13a shows the percentages of respondents agreeing and disagreeing with the remaining nine statements in the policies and procedures section. Of these nine items, 50 percent or more of the respondents agreed that access to housing areas should be controlled by gates (Q110), greater financial allowances are needed for personnel living in economy civilian quarters (Q114), pets should be considered when housing is assigned (Q115), and military family housing briefings should be mandatory for service members and spouses (Q117).

Less desire or perceived need was found for live-in domestic help (Q105), neighborhood coordinators (Q102), speed bumps or rumble strips in the housing areas (Q111), government temporary housing on the post, base or duty station (Q113), and hotter water for dishwasher use (Q107).

Differences by Housing Area. Referring to the items shown in Figure 13, that occupant improvements should be allowed to remain (Q106) was most strongly endorsed by residents of Hickam, with the lowest endorsement coming from those at Fort Shafter, Schofield, and Kaneohe. Ready access to coordinators' names and numbers



- Q102: A neighborhood coordinator is needed in my housing area
- Q105: Live-in domestic help should be allowed in any military family housing unit (not just in special cases)
- Q107: Water temperatures on hot water tanks need to be hotter for dishwasher use
- Q110: All housing areas should be gated to discourage unauthorized traffic
- Q111: Speed bumps or rumble strips are needed in my housing area
- Q113: Government temporary housing on the post, base or duty station should be provided instead of TLA
- Q114: Based on my personal experience, greater financial allowances are needed for those living in civilian housing
- Q115: Pets should be considered when housing is assigned
- Q117: Military family housing briefings should be mandatory for service members and spouses

Figure 13a. Endorsement of remaining policies/procedures items.

(Q103) was seen as less important by Hickam residents than residents of other areas. Endorsement of the incorporation of E-1 to E-3 personnel into housing (Q104) was slightly higher among Barbers Point, Pearl Harbor, and Kaneohe personnel than among those at Fort Shafter, Schofield, and Hickam. Allowance of covered/enclosed outside storage areas (Q109) was most desired by Hickam residents, and least desired by residents of Fort Shafter.

Regarding the items shown in Figure 13a, the gating of all housing areas (Q110) was strongly desired by residents of Fort Shafter, Barbers Point, and Pearl Harbor. Interest from Schofield, Hickam, and Kaneohe was considerably lower since housing at most of the sites

within these areas is already inside the post or base. Consideration of pets when housing is assigned (Q115) was only moderate across all areas, with the least support found among Hickam residents. Mean responses by housing area differed little on greater allowances for civilian housing residents (Q114) and mandatory housing briefings (Q117).

Desire for the allowance of live-in domestic help (Q105) and the perception of need for neighborhood coordinators (Q102) was moderate in all areas, with two exceptions. Schofield residents did not support the live-in domestic help proposal and Hickam residents did not perceive a need for neighborhood coordinators. Interest in the installation of speed bumps or rumble strips within

housing areas (Q111) was most evident among Schofield residents, and to a lesser extent among those at Fort Shafter and Pearl Harbor. Overall means for Barbers Point, Hickam, and Kaneohe were negative. A need for hotter water temperatures for dishwasher use (Q107) was perceived most at Schofield and Kaneohe, with all other groups on the negative side of the scale. Provision of government temporary housing on the post, base or duty station (Q113) was only slightly supported by respondents from Hickam and Kaneohe.

Differences by Pay Grade. Referring to the items shown in Figure 13, senior officers (O-4 to O-7+) were less likely than other groups to agree that residents should be allowed to fence their yards and that the commands should support the sponsor program more. Officers also less often than enlisted respondents agreed that residents needed to be informed of policy changes on a more regular basis. Desire for availability of coordinators' names and numbers decreased as rank increased. And lower grade personnel in the sample were more in favor of opening family housing to junior enlisted families than were senior enlisted and officer personnel.

Regarding the items shown in Figure 13a, all pay-grade groups agreed that housing areas should be gated. But support for mandatory housing briefings decreased as rank increased. Enlisted personnel were largely in favor of pets being considered when housing is assigned, and they were moderately supported by W-1 to O-3 officers. However, O-4 to O-7+ officers, as a group, showed little interest. Enlisted respondents also generally agreed that civilian housing residents needed greater allowances, but the two officer groups did not.

The least desire for live-in domestic help was found among the senior enlisted (E-7 to E-9), and senior officers did not

agree that neighborhood coordinators were needed. Support for speed bumps or rumble strips and hotter water temperatures were greater among enlisted respondents than among officers.

Maintenance and Repair

Figure 14 shows the eight maintenance/repair improvements most desired by the survey respondents (of the 15 items under this category).

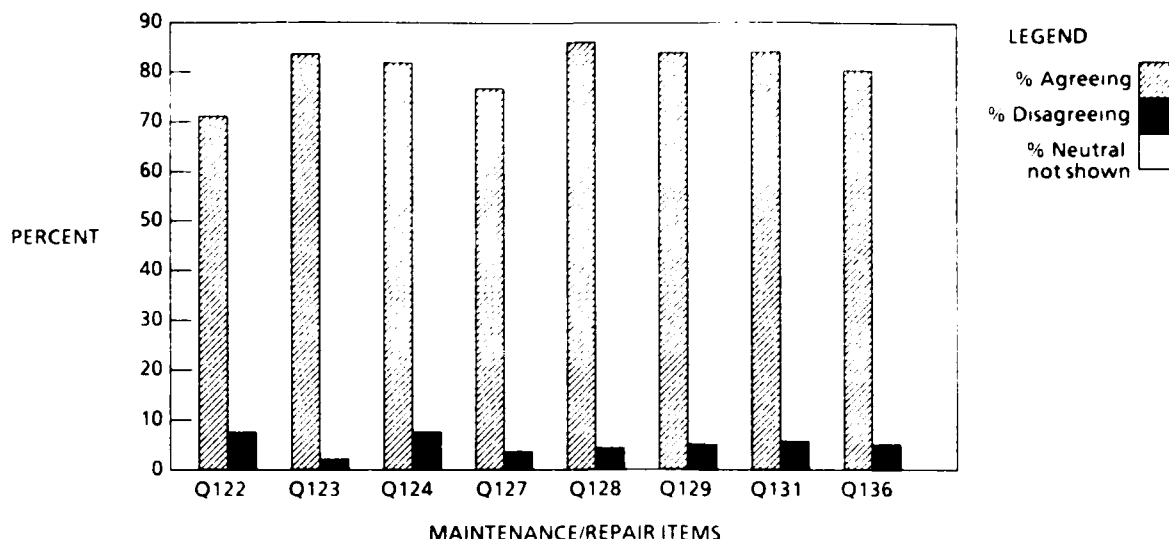
Eighty percent or more of the respondents felt that periodic maintenance surveys were needed (Q128), that maintenance hours need to be expanded (Q129), that empty quarters should be sprayed more than once (Q131), that contractor schedules should be published (Q123), and that follow-up maintenance inspections on residences should be done (Q124).

Seventy to eighty percent of the respondents felt that greater quality control of contractor work is needed (Q122) and that safety should be considered more when playground equipment is purchased or constructed (Q127).

Figure 14a shows the percentage of respondents agreeing and disagreeing with the remaining seven statements in the section.

Moderate support was found to the statements that geckos should not be killed (Q134), that residents should be responsible for removal of wood scraps and stagnant water (Q135), that move-out and move-in inspections should be combined (Q125), that residents should spray their own quarters to supplement OCFHO spraying (Q133), and that more carports were needed (Q126).

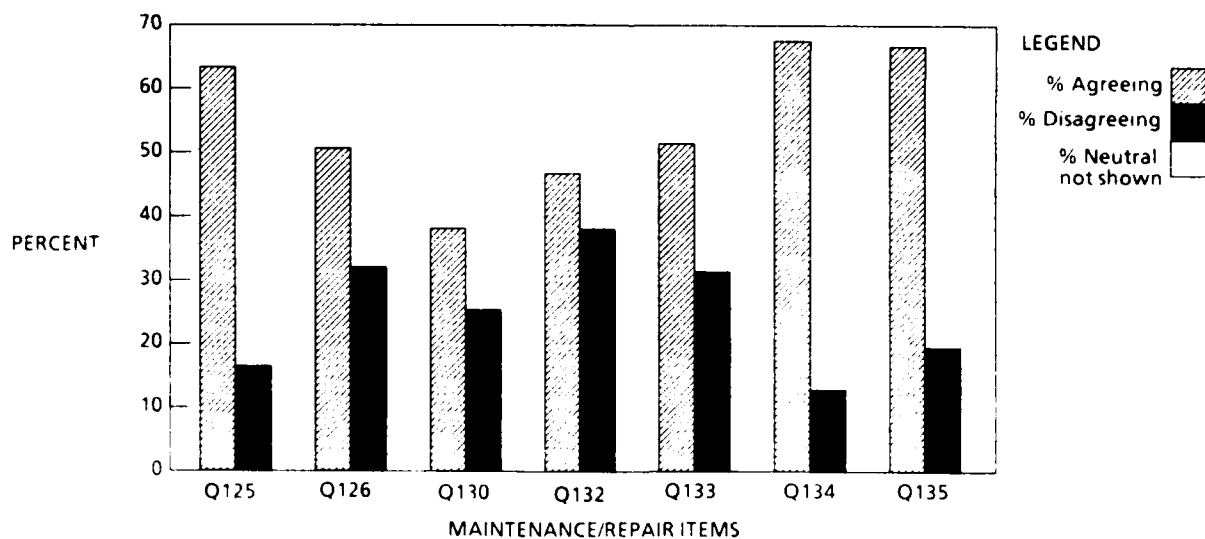
Support for lawn care being provided to families of deployed personnel (Q132) and allowance of more maintenance and repair by residents (Q130) was low.



- Q122. Greater quality control of contractor work is needed
 Q123. Schedules for contractor services should be published
 Q124. Follow-up maintenance inspections of quarters should be done after they have been occupied for a short period of time
 Q127. Safety should be considered more often when playground equipment is purchased or constructed

- Q128. Surveys of maintenance needs among residents need to be taken periodically
 Q129. Maintenance hours need to be expanded to include evenings and weekends for families in which both the service member and spouse work
 Q131. Empty quarters need to be sprayed more than once for insects if the unit is going to be vacant for more than a few days
 Q136. Rules requiring that residents keep their quarters clean should be strictly enforced

Figure 14. Maintenance/repair items endorsed by 70% or more of the respondents.



- Q125. Move-out and move-in inspections should be combined when possible
 Q126. Additional carports are needed in my housing area
 Q130. Residents should be allowed to perform more maintenance & repairs
 Q132. Lawn care should be provided for families of deployed personnel

- Q133. Residents should spray their own quarters to supplement OCFHO pesticide spraying
 Q134. Geckos should not be killed
 Q135. Residents should be responsible for removing stagnant water and wood scraps in their yards

Figure 14a. Endorsement of remaining maintenance/repair items.

Differences by Housing Area. Mean responses to most of the eight items shown in Figure 14 were uniformly high across housing areas. The residents of Hickam were slightly less in favor of periodic maintenance surveys (Q128), expansion of maintenance hours (Q129), multiple sprayings of empty quarters (Q131), publication of contractor schedules (Q123), and follow-up maintenance inspections (Q131) than were residents of other areas. Residents of the Fort Shafter, Barbers Point, and Pearl Harbor areas felt more strongly than residents of other areas that greater control over contractor work was needed (Q122).

Referring to the items shown in Figure 14a, the only meaningful difference by housing area was that Kaneohe residents were less likely than those at other areas to report a need for more carports (Q126).

Differences by Pay Grade. Referring to the items shown in Figure 14, senior officers were less likely than all other groups to agree that maintenance hours needed to be expanded and that empty quarters should be sprayed for insects more than once.

Referring to the items shown in Figure 14a, senior enlisted respondents (E-7 to E-9) less often than others felt that additional carports were needed. Senior enlisted respondents and both officer groups were negative, or average, with respect to provision of lawn care when service members are deployed. Agreement with residents being allowed to perform more maintenance was highest among E-4 to E-6 personnel; it decreased as rank increased.

Security and Safety

Figure 15 shows the percentage of respondents who agreed and disagreed with the eight statements listed under the topic of security and safety. By far, the most desired security improvements

were the installation of dead bolt locks and peepholes (Q137) and provision of glass door and window locks (Q138). The majority of responses to these statements were "strongly agree." Moderate interest was found to the thinning of bushes and trees (Q139), to institution of neighborhood watches (Q141), to residents checking their own smoke alarms (Q142), and to residents installing their own security devices (Q143).

Differences by Housing Area. Desire for the installation of protective fencing (Q140) was highest among respondents from Pearl Harbor and lowest from Hickam, with agreement from all areas in the moderate-to-high range. Residents of four of the six housing areas (Fort Shafter, Schofield, Barbers Point, and Pearl Harbor) were negative with respect to doing their own security inspections (Q144). Hickam residents were slightly positive and Kaneohe residents gave mixed responses.

Differences by Pay Grade. Need for installation of dead bolt locks and peepholes, as well as provision of glass door and window locks, was perceived differently by different pay-grade groups. In general, desire for additional security devices decreased as rank increased. Similarly, desire for thinning of bushes and resident checking of smoke alarms and installation of security devices was consistently higher among E-4 to E-6 respondents and declined as rank increased. All pay-grade groups, except the E-7 to E-9s, were negative about doing their own security inspections.

Self-help

Figure 16 shows the responses to the six items under self-help. Overall, respondents were most enthusiastic about the stocking of pesticides in self-help (Q148), installation of a "how-to-do-it" library (Q149), and having shrubs available (Q145). Moderate support was found for the remaining three items.

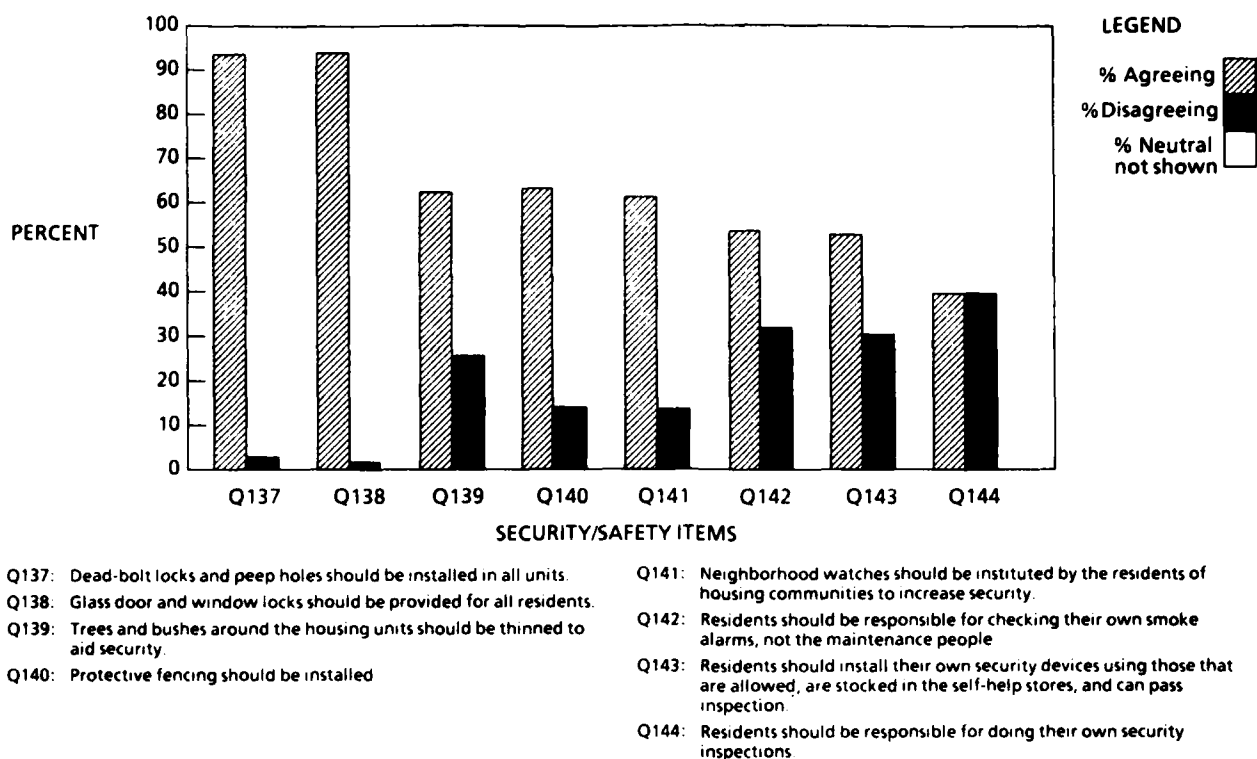


Figure 15. Endorsement of security/safety items.

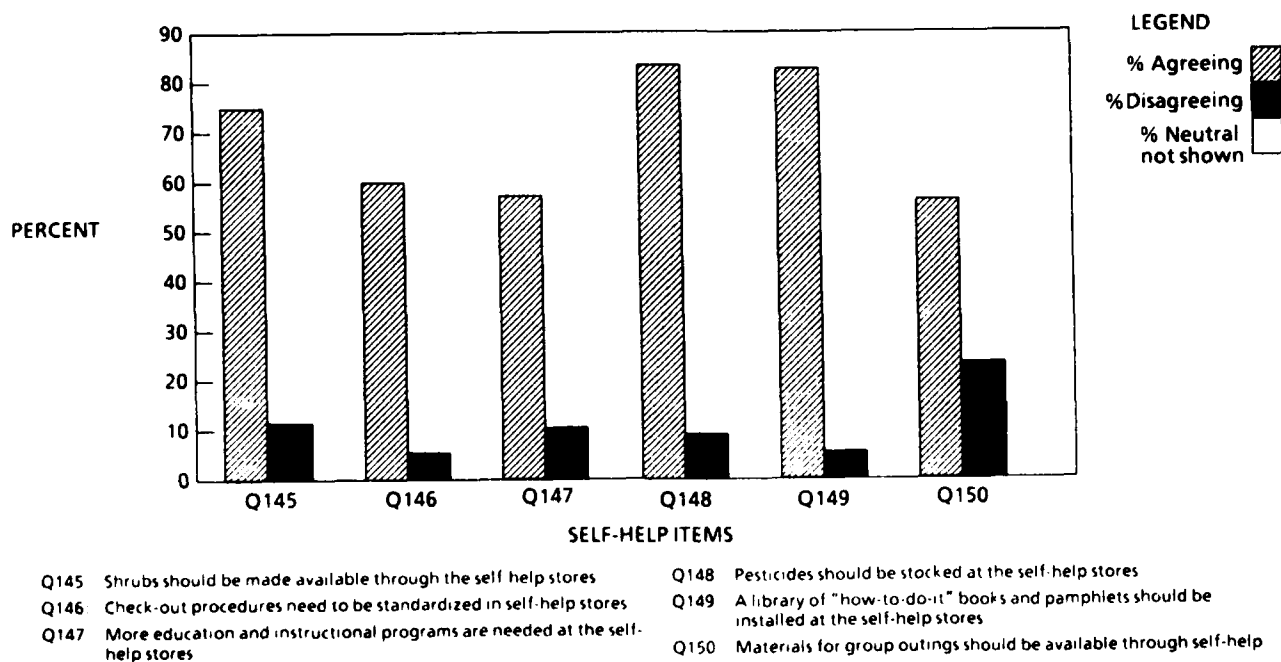


Figure 16. Endorsement of self-help items.

Differences by Housing Area. The only appreciable difference found by housing area was greater interest in the stocking of shrubs (Q145) at Hickam and Kaneohe, compared to all other areas.

Differences by Pay Grade. By pay-grade group, agreement that pesticides should be stocked was highest among E-4 to E-6s and decreased as rank increased. Junior enlisted personnel (E-1 to E-6) were more interested in the "how-to-do-it" library than their senior counterparts (E-7 to E-9), and warrant and junior officers (O-1 to O-3) were more positive than senior officers.

Comparison of Part 2 Items by Assignment Date

Responses to all of the items in Part 2 of the questionnaire were compared by assignment date to military housing (i.e., before or after 1 October 1983). The major purpose of this analysis was to determine the desires and perceived needs of service families as a function of the length of time they had lived in military housing in Hawaii.

Proposed Policies and Procedures

Of the 20 items grouped under this topic, 12 (or 60%) showed statistically significant response differences as a function of assignment date. Of these 12 proposed improvements, 5 were desired more by respondents who had more time in military family housing in Hawaii (i.e., assigned before 1 October 1983) and 7 by respondents with relatively less time (i.e., assigned after 1 October 1983).

Table 5 shows these 12 differences, reported in terms of the percentages agreeing that each proposed improvement is "needed" or "should be" implemented. The percentage for the group agreeing the most with each statement is underlined.

The differences found by assignment date show that respondents assigned to military housing on or before 1 October 1983 focused more on specifics (e.g., definitive policies, concrete needs). In contrast, those with relatively less experience living in military housing in Hawaii tended to express desires for more broad-based, community-oriented improvements. In all cases, however, differences between the two groups, although statistically significant, were extremely small in practical terms.

Maintenance and Repair

Of the 15 maintenance and repair items under this topic, statistically significant response differences by assignment date were found on 7. Respondents with greater experience living in military housing, more than those with relatively less experience, felt that greater control of contractor work was needed (Q122), contractor schedules should be published (Q123), maintenance hours should be expanded (Q129), and residents should be responsible for removal of wood scraps and stagnant water on their property (Q135).

In contrast, respondents with relatively less time in military housing, more often than those with more time, felt that more carports were needed in housing areas (Q126), empty quarters should be pesticide-sprayed more than once (Q131), and lawn care should be provided for families when service members are deployed (Q132).

Security and Safety

No significant differences by assignment date were found on any of the eight items under this topic.

Self-help

Statistically significant response differences as a function of assignment date were found on five of the six items on self-help. Respondents with more

Table 5

Differences in Endorsement of Proposed Policies and Procedures
by Assignment Date to Military Family Housing

| Policies and Procedures | Percentages of Respondents Agreeing | |
|---|--|-----------------------------------|
| | Assigned on/or Before 1 Oct 83 (%) | Assigned After 1 Oct 83 (%) |
| Q102: Neighborhood coordinator needed | 45.7 | <u>46.7</u> |
| Q103: Names/numbers of coordinators should be available | 69.6 | <u>72.9</u> |
| Q106: Occupant improvements should be allowed to remain | <u>85.4</u> | 81.4 |
| Q108: Lanai covers/screens should be allowed | <u>92.0</u> | 88.6 |
| Q109: Covered/enclosed outside storage should be allowed | <u>80.9</u> | 74.8 |
| Q110: All housing areas should be gated | <u>69.5</u> | 63.4 |
| Q111: Speed bumps/rumble strips are needed | <u>44.6</u> | 38.9 |
| Q113: Government temporary housing should be provided | 31.8 | <u>37.2</u> |
| Q114: Greater allowances are needed for those in civilian housing | 45.3 | <u>55.1</u> |
| Q116: Residents need to be kept better informed of policy/procedure changes | 83.9 | <u>84.2</u> |
| Q118: One or more person(s) in each housing office should be assigned to assist newcomers | 70.6 | <u>72.6</u> |
| Q120: Washers, dryers, etc. should be in all housing units | 90.0 | <u>92.8</u> |

Note. The percentage for the group agreeing the most with each statement is underlined.

experience living in military housing, significantly more often than their less experienced counterparts, felt that check-out procedures need to be standardized (Q146). In contrast, respondents with less time living in military housing in Hawaii were significantly more in favor of shrubs (Q145) and pesticides (Q148) being stocked, installation of a "how-to-do-it" library (Q149), and

the stocking of group outing materials (Q150).

Summary Statistics

As with the items in Part 1 of the questionnaire, Part 2 items were factor analyzed for more meaningful groupings. These groupings were also used to create factor-based scales that were put into

regression analyses to predict responses to the general satisfaction items. The purpose was to determine whether the desires and perceived needs of the respondents related to their general satisfaction levels. No meaningful relationships were found between responses to the Part 2 factors and responses to any of the six general satisfaction items.

Part 3. Written Comments

The back page of the questionnaire answer sheet allowed the respondents to provide comments and suggestions about any aspect of their experience with family housing, maintenance, housing office, or policies. Approximately 60 percent of the respondents provided written comments, indicating relatively high involvement in the survey. While significantly higher than found in the continental United States study (Lawson et al., 1983), this level is consistent with a similar study performed overseas (Lawson et al., 1985). The information contained in the comments section provided a human dimension to the quantitative portion of the survey. Most of the comments were elaborations on the quantitative data provided in Parts 1 and 2.

While most of the comments expressed dissatisfaction, a pattern of negative responses is highly typical. Respondents who were satisfied with their housing and living conditions generally expressed this attitude through the response categories on the quantitative portion of the questionnaire.

A sample of 1300 surveys was selected at regular intervals in the identification number series. To control for the effects of response time bias, 13 groups of 100 questionnaires were chosen at intervals that reflected a range of early to late returns. Because the distribution of the sample was entirely self-selected, no attempt was made to draw a sample that demographically paralleled the overall questionnaire respondents.

For purposes of analysis, the categories of Policies and Procedures, Maintenance, Security and Safety, Facilities, Self-help, and Miscellaneous Needs were used. Under these broader categories, more specific comments were analyzed. For example, within the classification of Policies and Procedures were the items pertaining to problems of housing office courtesy, the assignment process, enforcement of rules, pets policy, inspections, and communication between housing office and occupant. Table 6 at the end of this section summarizes the results of the analysis for selected items. When interpreting the table, the reader is reminded that the data are raw score data, and, therefore, the most meaningful interpretation is made within housing areas, not within categories. In other words, the table should be read up and down, with little attention given to comparing housing areas on a given category.

Figure 17 shows a distribution of the written comments by category. To obtain the percentages shown, the total number of comments within each category was divided by the total number of comments scored. The Policies and Procedures category received the largest relative number of comments; and Self-help, the fewest. As the number of items in each category varied, inferences from Figure 17 should be made with caution. The number of comments by category may be influenced by the number of items included under each category in the questionnaire.

Similarly, Figure 18 shows the distribution of the top nine subcategories. The percentage is shown as a function of the total number of comments received. Since a direct comparison is made between item and total, the percentages in Figure 18 more accurately reflect the importance of a single item. For example, rule enforcement was clearly the most important item to those who responded to the written portion.

Table 6
Distribution of Selected Written Comments by Housing Area

| Category/Subcategory | Ft. Shafter | Schofield | Barbers Point | Pearl Harbor | Hickam | Kaneohe |
|---|-------------|-----------|---------------|--------------|--------|---------|
| <u>Policies and Procedures</u> | | | | | | |
| Enforcement of rules | 30 | 23 | 17 | 35 | 19 | 14 |
| Units assignment problem | 13 | 10 | 8 | 14 | 16 | 12 |
| Pets policy problem | 23 | 12 | 8 | 22 | 7 | 13 |
| Inadequate/unequal inspection | 10 | 14 | 11 | 24 | 25 | 7 |
| More communication needed | 10 | 4 | 5 | 6 | 6 | 4 |
| Housing office discourteous | 7 | 5 | 7 | 10 | 16 | 4 |
| Housing office friendly | 0 | 0 | 0 | 2 | 0 | 1 |
| Trash area problem | 14 | 10 | 9 | 12 | 2 | 3 |
| Noise problem | 3 | 2 | 2 | 9 | 2 | 3 |
| <u>Maintenance</u> | | | | | | |
| Delay/nonresponse | 15 | 9 | 16 | 44 | 9 | 1 |
| Inadequate repairs | 12 | 8 | 12 | 26 | 14 | 7 |
| Accurate appointments needed | 10 | 3 | 0 | 3 | 3 | 4 |
| Preventive maintenance needed | 1 | 5 | 2 | 1 | 0 | 1 |
| More supervision of contractors | 5 | 1 | 1 | 4 | 3 | 1 |
| More pest control needed | 12 | 9 | 13 | 18 | 6 | 13 |
| Occupant repair wanted | 2 | 1 | 0 | 3 | 2 | 1 |
| Maintenance staff discourteous | 7 | 2 | 1 | 9 | 3 | 4 |
| Maintenance better before switch | 2 | 0 | 2 | 15 | 2 | 0 |
| Maintenance better after switch | 1 | 1 | 2 | 3 | 2 | 0 |
| <u>Security and Safety</u> | | | | | | |
| Playground problems | 17 | 17 | 11 | 16 | 3 | 5 |
| More supervision of children needed | 7 | 8 | 5 | 3 | 4 | 4 |
| Guards/walking patrols needed | 1 | 8 | 12 | 33 | 5 | 3 |
| More secure doors/windows/locks needed | 10 | 12 | 13 | 16 | 1 | 4 |
| Street lights needed | 0 | 1 | 1 | 2 | 0 | 4 |
| <u>Facilities</u> | | | | | | |
| More recreational facilities needed (includes youth facilities) | 10 | 12 | 10 | 20 | 5 | 5 |
| More parking needed | 6 | 7 | 1 | 21 | 4 | 4 |
| Sidewalks needed | 6 | 0 | 2 | 1 | 1 | 1 |
| <u>Self-help</u> | | | | | | |
| More stores needed | 2 | 0 | 2 | 0 | 0 | 0 |
| Longer hours needed | 2 | 0 | 1 | 1 | 1 | 0 |
| Stock fencing | 1 | 0 | 1 | 0 | 1 | 2 |
| Stock touch-up paint | 1 | 3 | 0 | 0 | 0 | 0 |
| Staff discourteous | 0 | 0 | 1 | 1 | 0 | 0 |
| <u>Miscellaneous Needs</u> | | | | | | |
| More/refurbished bathrooms | 2 | 1 | 6 | 12 | 9 | 4 |
| More/larger bedrooms | 3 | 2 | 0 | 4 | 5 | 1 |
| Covered carports | 6 | 9 | 7 | 6 | 3 | 0 |
| Improved kitchens | 5 | 4 | 4 | 10 | 9 | 3 |
| More outside storage | 0 | 3 | 1 | 3 | 5 | 0 |
| Carpeting | 1 | 1 | 0 | 2 | 0 | 1 |
| Disposals | 0 | 5 | 0 | 2 | 0 | 2 |
| Air conditioning | 4 | 3 | 5 | 9 | 6 | 11 |
| Dishwashers | 1 | 6 | 3 | 6 | 5 | 7 |
| Washers/dryers | 0 | 1 | 0 | 1 | 0 | 1 |
| Frostless refrigerators | 0 | 0 | 2 | 0 | 0 | 1 |
| Permanent lanais | 8 | 4 | 4 | 5 | 4 | 1 |
| Screens | 6 | 7 | 1 | 5 | 0 | 3 |
| Lawn care for dependents | 1 | 0 | 1 | 1 | 1 | 2 |
| Painting of outside | 2 | 2 | 1 | 5 | 0 | 3 |
| Shuttle bus service | 3 | 1 | 0 | 0 | 0 | 0 |

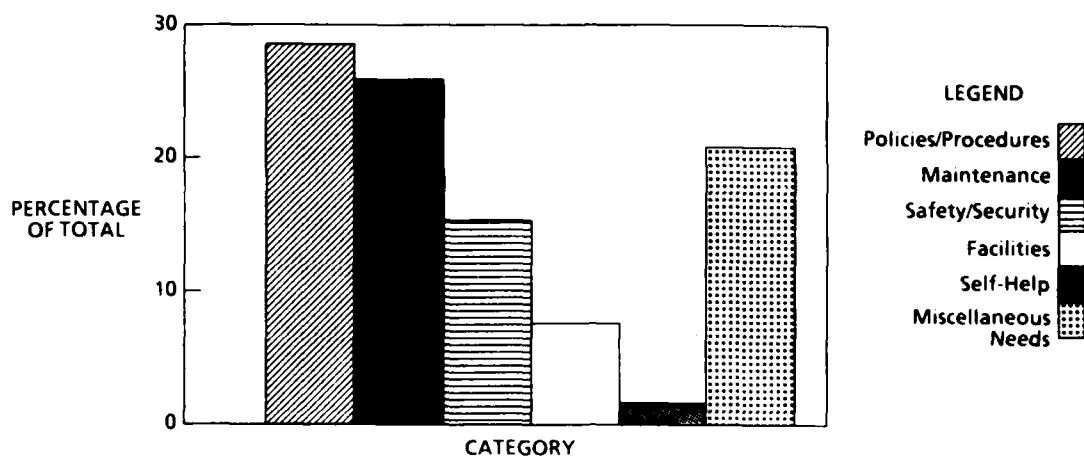


Figure 17. Distribution of written comments by category.

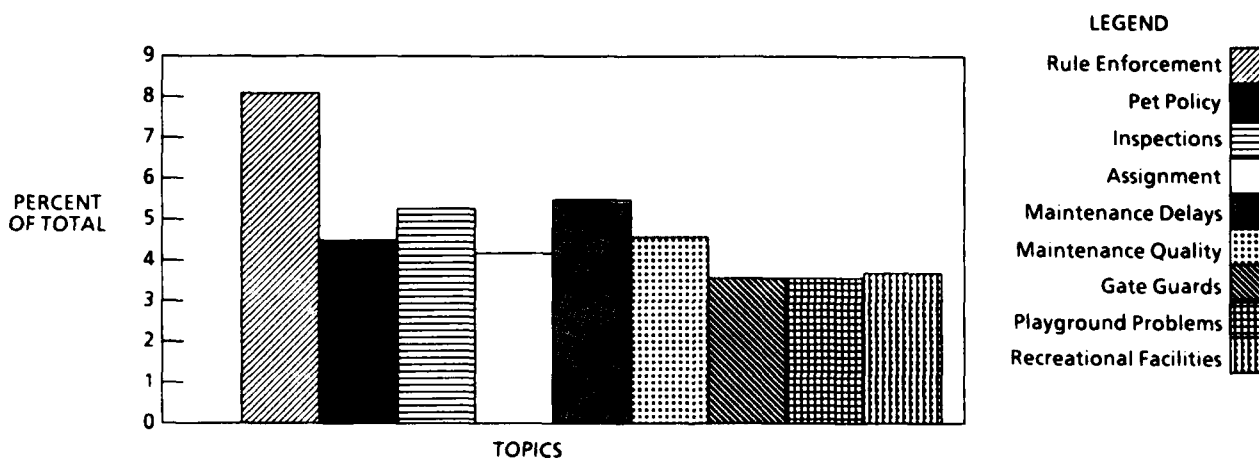


Figure 18. Topics with highest frequency within the written comments.

Policies and Procedures

More respondents indicated a desire for greater enforcement of the rules than for any other subcategory in the content analysis. In particular, survey

responses showed interest in enforcing the rules on speeding, maintenance and control of pets, noise, and supervision of children and youth. A typical comment was:

The rules of this housing area are not enforced at all! Some prime examples of this are: grass mowing, trash clean-up, (un)supervised children (10 and under), loud music, parking cars on seeded areas. (Army, E-6, Aliamanu)

Often implied within the comments was a desire to equalize the application of the rules. This theme of perceived fairness could be seen in the responses

regarding rule enforcement, as well as complaints of inequities in the assignment and inspection policies. One Air Force E-6 at Hickam commented:

The thing that bothers me most after 10 years in various base housing areas is that when I move in, I usually find 10 to 20 dirty areas or items that need repair, yet when I move out, the inspector pulls a white glove inspection that exceeds any standards of reasonableness. I must not get the same inspector the last occupant got.

This complaint was received from an Army E-7 at Schofield Barracks:

In all our years in the Army, this is the first time we move(d) into a house that (was) in such a poor state of cleanliness. Yet the inspector approved the final inspection and the last occupants had paid good money to a cleaning team to get it ready. The inspector said if we wanted it cleaner we could reach an agreement with the cleaning team and pay our own expenses at the hotel for the time it would take to clean it. I find this very unfair, (e)specially when I know that when I move out they will expect me to leave it in good condition.

Similar complaints were found repeatedly throughout the written comments.

When the assignment process was seen as a problem, it was most often because of a perceived inequity in unit size compared to family size, or of a

unit/pay grade disparity. Comments often related stories of being refused larger units while neighbors with smaller families received those units. For instance:

A good look should be given to housing assignments. A family without children or no more

than one dependent should not be given a 4-bedroom house or a 3-bedroom house. Those who then require larger houses because of the number of dependents don't have to wait months for a house. This is the case with a few families in my neighborhood. (Navy E-5, Iroquois Point)

An example of the concerns regarding pay grade/housing inequity follows:

Housing units should be assigned by pay grade and/or age groupings. Nothing bothers me more than having a very immature E-4 living next to me. Nothing is more disturbing than to know that the amount of BAQ I forfeit each month to occupy junk is one hell of a lot more than my neighbor who occupies a unit identical to mine and has no children. (Navy E-6, Radford Terrace)

Another area of concern was pets. Responses scored in this category represented those who felt that, because

of the close proximity of the units, pets were not an appropriate privilege for those living in government housing.

Biggest complaint in Pearl City area is dogs and cats loose 24 hours a day. Cats are left outside in heat and during mating unchecked by owners. (I) feel stricter enforcement of pet rules is necessary for peaceful sleep by non-pet owners and safety of our children from being mauled or bitten by some animal that happens to stroll by while kids are outside. Also, dogs are left out on leashes 24 hours a day . . . causing surrounding houses to be filled with smells no one should have to live with. Also, fleas and ticks are abundant. (Navy E-7, Pearl City Peninsula)

One Navy E-9 from Halsey Terrace suggested:

Pets should be considered when housing is vacated. Every resident of government quarters should be required to register all pets and, when vacating quarters, present proof of proper disposition of pets. This would prevent the abandonment of pets upon transfer. We also have very strong feelings against our yard being used as a fecal dumping ground by neighborhood pets, both loose and leashed. Definite rules governing pets should be promulgated and strictly enforced.

Also, mentioned, but to a somewhat lesser extent, was difficulty with housing office staff, described not in terms of ability or knowledge, but by a lack of courtesy and consistency. The Hickam and Pearl Harbor offices seemed to elicit a proportionally higher number of negative comments than the other offices. Positive comments about staff friendliness and helpfulness also were received from the Pearl Harbor and Kaneohe areas. The findings of housing office differences should be interpreted with caution, however, because the sample of respondents providing written comments was self-selected.

Maintenance

Of particular interest within this category were the problems of excessive

delays and nonresponse of maintenance and repair personnel. Although emergency repairs seemed to receive positive appraisal, time delays were most often mentioned in connection with routine maintenance. Table 6 shows that the Pearl Harbor office received an inordinately high number of comments in this category. Again, sampling may have contributed to the high count. However, when all Pearl Harbor responses were considered, the number remained disproportionately high.

Closely connected to this is the problem of scheduling the work. Accurate appointments appeared to be important to respondents, particularly those with working spouses. Respondents often made comments like this one:

Maintenance work is very inconvenient to families where both spouses work outside the home. It is not feasible in today's society to assume that all wives stay at home. Many have jobs and careers and I think the housing office could have a better system of scheduling repair work so that minimum time off is required by either spouse. I myself have taken off time from work and the repairman came late and couldn't complete the work on the same day. This is unsatisfactory as far as I'm concerned. My time is valuable, too! (Marine Corps O-3, Kaneohe Bay)

The difficulty of receiving adequate, effective repairs was often cited as a recurring problem:

Our refrigerator paint is peeling inside and also leaks water inside and out. A contractor looked at it and said the paint wouldn't kill us--just watch the food. Also suggested putting a towel in front of our refrigerator to catch the water. (Navv E-4, Moanalua Terrace)

Increasing the supervision of maintenance and repair contractors, likewise, appeared to be important to occupants. For example:

I've seen cases where 10 men are sent out to a job. They arrive late, then 2 of them work while 8 stand by and watch. . . They work for about 3 hours, total. This is unsupervised fraud and abuse. (Army O-4, Pearl City Peninsula)

Also, many often expressed a preference for having some announcement in advance of contractor work, as this example demonstrates:

Speaking of contract workers--I feel very much as though we are treated like government property when it comes to our privacy, our possessions, and our feelings. The painters would come peering into our windows and doorways without letting us know they were even on the premises! They also began moving my washer and dryer out of the lanai with no notification! (Army O-3, Fort Shafter)

A Navy O-2 from Pearl City Peninsula had this comment about the changeover from PWC maintenance to contractors:

In general, PWC response is quick, courteous and thorough. Contractor response is quick only in emergencies, mostly courteous, and generally the work they do needs follow-up later. . . . The sad part is that of government employees, specifically PWC losing a great deal of their functions to contractors. The concept is good--less costs, but the realism is less efficiency and lower quality in both response and workmanship. And I would think that the costs saved in having a low-bid contractor are spent in a higher operating overhead of inspection and contract administration for the Government I feel the quality of housing is in its maintenance and the contractors have not responded as well to that as has PWC.

Respondents often mentioned lengthy time delays for major refurbishing tasks. Some cited examples of homes standing idle for months at a time while awaiting refurbishing, with neglected yard work affecting other nearby occupants and unlocked homes serving as attractive nuisances for children.

The other subcategory receiving a relatively large number of comments was pest control. Many people cited

problems of insect and rodent infestation as indicating the need for more frequent and consistent pest control. Specifically, many mentioned that it would be helpful if all units within the building were treated at the same time.

A question designed to provide comic relief to the quantitative portion of the survey (Q134: Geckos should not be killed) elicited a few interesting comments:

In reference to geckos, many families are not accustomed to having reptiles living in their homes. Just like any vermin, geckos carry germs. I have had many unpleasant days and nights because I was not accustomed to geckos. If my spouse would not have taken

action to seal them out, I probably would not have been here. If they would stay outside that would be all good and well, but since they do not, they should be (dis)posed of. (Army E-5, Fort Shafter)

My geckos are well, though burnt out on roaches three times a day. (Navy E-6, Camp Smith)

Security and Safety

One respondent commented at great length on the virtues of geckos and the importance of not exterminating them, adding the closing statement, "... at least that's what I tell my wife as she sucks them up in the vacuum!"

As predicted from the interviews and pretests, the problems of playground maintenance, from the standpoint of safety, received a large number of written responses. Many individuals described equipment in need of repair and grounds inadequately maintained:

The playgrounds were in terrible condition when we first moved to Halsey Terrace: broken glass all over and no grass. Since 1983 improvements have been made: grass is growing now, the equipment has been painted. But broken glass is still a problem. Possible solution--more frequent maintenance or organization of a resident committee to voluntarily clean-up the grounds. (Navy E-7, Halsey Terrace)

Likewise, an Army E-8 commented:

Playgrounds here on Schofield are terrible! There is only one "unsafe" slide, monkey bars and a round tube. Most are near car parking areas.

Some parents of smaller children also commented about the problems of unsupervised adolescents invading the playground areas, making it unpleasant for the younger children to play there.

The other area receiving a large number of responses could be broadly described as "at-home security." Both the desire for more guards and walking patrols, and the need for more secure locks, doors, and windows received high response levels. Table 6 shows that the Pearl Harbor office, in particular, received an inordinately large number of

comments about the need for guards and patrols. This is most likely a response to recent series of rapes in those housing areas served by the Pearl Harbor office. See Table 6 for number of comments on this topic.

Facilities

Within this category, the desire for more recreational facilities received the greatest number of write-in comments. When viewed in conjunction with the comments on safety and security (above), this concern may be seen as an

extension of the need for more and better play facilities for children and youth. Particularly mentioned in this regard was the desire for more youth facilities, such as swimming pools, teen centers, and sports facilities, so that adolescents could be constructively engaged and away from the younger children's playgrounds. Perhaps one of the simplest ideas came from this Army O-4 at Shafter: "Teenagers need 'hang out areas' the same as we did when there were 'Drive-Ins'--designate areas (lighted) (where) they can gather."

Also seen as a problem by respondents was parking, particularly within the housing areas. The need for more parking stalls per resident was mentioned often.

Self-help

Self-help elicited the fewest comments of all the categories. Important considerations in this area were requests for more stores, longer hours, and an increase in items stocked, such as fencing materials, touch-up paint, and insecticide spray, so that occupants could do more repairs and maintenance.

I strongly believe that all housing units should have the same luxuries and necessities as Red Hill and Aliamanu especially since people residing in the above quarters are the same pay grades as those residing in Pearl City Peninsula quarters. I forfeit all of my BAO just like E-5s living in Red Hill and Aliamanu but I did not have central air-conditioning, a dishwasher, draperies, carpet, a washer and a dryer installed in my quarters when I moved in. I had to spend my own money for the above mentioned items. . . . It is understandable that pay grades E-7, E-8, E-9 and officers should have more luxuries than the lower enlisted pay grades. But I do not understand why two E-5s . . . who forfeit all of their BAO to live in quarters do not have the same luxuries and necessities as the others. (Navy E-5, Pearl City Peninsula)

However, a few comments expressed concern that some occupant repairs and pest control might be less reliable than desired. Safety of repairs and occupant spraying could be a serious issue, according to some respondents. This problem seems to support the need for a self-help "how-to" library.

Once again the issue of consistency and standardization appeared in a few comments regarding the self-help stores. A Navy E-9 from Aliamanu commented: "Hope you can standardize all stores and use Fort Shafter's as the guideline."

Miscellaneous Needs

Because of the disparity of the comments when viewed by housing area, the subcategories eliciting many comments may be seen in the larger context as a need for standardization or equalization of housing. Included within this may be the need for more/refurbished bathrooms, larger bedrooms, garbage disposals, air conditioning, dishwashers, washer/dryers, more/better kitchen cupboards, carpeting, frostless refrigerators, and more outside storage capacity. For example:

Increased support of dependents during spouse deployment, particularly lawn care assistance, was seen as another important need. Although some opinions were not in favor of providing any support, "Regarding lawn maintenance for families while service member is deployed--this is the 1980s--Why can't women mow their own lawns?" Other respondents suggested an informal method of distributing a list of individuals interested in providing such a service, perhaps at a small fee to the occupant.

Overall Comments

As a whole, comments on overall satisfaction of the housing office since the consolidation ranged from negative to positive, with the trend in the positive direction. Although the actual numbers and overall comments were few, the fact that more positive than negative comments were made is important in light of the tendency to make comments on only those areas with which the respondents is unhappy. Typical of the positive comments, this one came from a Navy E-5 at Hale Moku:

I just want to say that the family housing has become much more organized and efficient since the Army has taken over the management of the housing areas. Thank you.

A Navy O-3 from Halsey Terrace commented:

Overall, I am very satisfied with my quarters in general. There is room for more improvement in the areas of maintenance and pest control, but the services that are provided are adequate. I am impressed with the performance to date of the Consolidated Housing under the Army. There is a definite improvement in all areas over what the Navy's policies were before. At least things are getting done now. Keep up the good work!

Most often, when the comments were negative, the respondents were also opposed to the mixing of Services within

housing areas and expressed concern about the potential to standardize the rules and regulations between Services. For example:

If I wanted to live in Army housing with Army personnel as neighbors I would have joined the Army ... I was not in favor of the Army taking over Navy housing and I know for sure I don't like the idea of mixing service branches in housing areas, at least not Catlin, Halsey, and Radford. (Navy E-7, Catlin Park)

Occasionally, respondents made comments about specific new programs that OCFHO has initiated. One such comments was:

The family housing hotline is a way to improve communications between occupant and housing. This is the best idea they have come up with. (Army E-7, Schofield Barracks)

Another positive comment about a specific new program came from this Air Force E-7 at Hickam AFB:

I find my quarters more than satisfactory. Size is excellent for my needs. . . . Big thanks for the plant program--really helped the outside appearance of my quarters. All in all, keep moving forward. . .

The Questionnaire

When comments were made specifically about the survey, the vast majority of them were positive. Very few negative comments were received.

Of course, it could be inferred that the people who felt very negative about the questionnaire were among those who did not comment. Typical of the positive comments were these:

THANKS and a big MAHALO to all who put this survey together. It's always comforting to see the housing office cares. (W-2, Halsey Terrace)

I think this survey was a very good idea and should be repeated once or twice a year. (E-6, Hale Moku)

Comments were also received like these:

I think this survey is a good idea as long as action is taken on it. . . . Thank you for letting me help you people out. Things could be much better. (E-6, Pearl City Peninsula)

My wife and I appreciate the opportunity to express our opinions. We would appreciate a response to our comments in the form of some action. (E-6, Aliamanu)

Thank you for your time. Sorry to complain so much, but, after 6 years of living in government quarters I had "just a few" complaints--and suggestions. I sure do hope the time I spent on the questionnaire will help get some improvements made. (O-3, Schofield Barracks)

The prevailing attitude of these comments was of an anticipation of better conditions based upon the input the respondents provided.

Suggestions

Respondents' comments often provided unique suggestions for improvement. Below is a partial list of those received:

1. Fencing and lanais. Allow the next occupant to sign for those improvements if they are acceptable, rather than having them dismantled as part of the move-out process.

2. Fencing. Drop the specifications of 20' x 20' as the maximum size for fencing. Substitute in its place, "have fenced in areas that look presentable and conform to the area available."

3. "Yard of the Month" designations. Include officer housing in these special commendations. Some officers need an incentive to keep their yards looking presentable, also.

4. Trash dumpsters. Trash dumpsters should have a safety latch that only an adult can operate. Children are using them as play areas.

5. Self-help store. Improvements could include a want slip system for items out of stock, with input from occupants for possible new items.

6. Adult education programs. Classes should be offered at community centers on a variety of topics, including home repair, aerobic exercises, and gardening the unique vegetation of Hawaii, with the calendar of events clearly posted, as well as the hours of operation.

7. Maintenance hours. Consider changing the hours of operation for maintenance so that service is more easily obtained by working couples. Perhaps, a Tuesday to Saturday work week could be considered.

8. Occupant repairs. A test program has been suggested whereby applications do a one-time repair or improvement under close observation, requiring a simple plan with results inspected. If qualified, the occupant would have his or her folder stamped at self-help allowing receipt of supplies for maintenance work.

9. Bus service. For safety and security reasons, restrict city buses from entry to the housing areas. It was also suggested that garbage receptacles be placed at bus stops.

10. Christmas decorations. Because of the distance from family and friends, it was requested that the rules concerning outside Christmas lights be amended to allow occupants to use them in decorating for the holidays. If electrical usage is a consideration, suggest a daily time limit.

11. Information dissemination. Respondents mentioned the need for more readily available information. Suggestions included: a rack of brochures on various topics such as rules and regulations, TLA, and programs, displayed in the housing office and available without asking; an improved, standardized sponsorship program; and regularly scheduled community meetings.

12. TLA. Many respondents suggested the possibility of discontinuing TLA for those checking out of housing, substituting the TLA paid to occupants with a cleaning fee paid to clean-up crews. The cost savings to the government and military families was often suggested as an incentive to consider the plan.

SUMMARY AND DISCUSSION

Response consistency across housing areas was a notable finding in the present study. Regardless of where they were currently assigned, respondents

were generally satisfied with the following: the policy allowing plants to remain when occupants move out; availability of housing office services and copies of housing rules and regulations; fairness in quarters assignment; appearance of the area housing offices; road maintenance within housing areas; courtesy of maintenance personnel; most size and space aspects of the present housing unit; sidewalks and community facilities; convenience of the housing to work; and most aspects of self-help, TLA, and housing referral that were measured. Overall, a good majority of service personnel and their spouses were reported to be generally satisfied with their present housing unit, as well as with their housing community.

Areas of dissatisfaction also were consistent. Area housing office personnel were perceived to be unconcerned and unresponsive, especially to the needs of spouses when service members are away. Enforcement of rules and regulations (both housing and command) were seen as lacking and variable depending on where one lives. The number of parks and playgrounds were considered inadequate, as well as playground equipment, inspections, and maintenance. Problems with lanai maintenance were reported frequently, along with complaints about maintenance and repair that included scheduling, nonresponse, lack of preventive maintenance, and contractor deficiencies. There was a prevalent perception that civilian housing was not adequately inspected before being put on the approved lists. The pesticide program was criticized and, in written comments, many respondents cited problems with child supervision and pet control within the housing areas.

In general, negative responses to the items in Part 1 of the questionnaire predicted the responses to Part 2 items, where service members were asked what they wanted or felt was needed to improve their living conditions. Publication of contractor schedules, follow-up

maintenance inspections, periodic surveys of maintenance needs, expansion of maintenance hours, a more aggressive pesticide program, and stricter enforcement of rules were all strongly desired.

Respondents also wanted greater autonomy in occupant improvements to their residences. They felt they should be kept better informed of policy and procedure changes and be provided with major appliances and phone stickers printed with work order and emergency numbers. Regardless of whether or not they were immediately impacted, installation of dead bolt locks and peep holes and provision of glass door and window locks were highly endorsed to increase quarters security.

Another consistent trend in the data was for senior personnel (especially senior officers) to have fewer complaints and perceived needs than their more junior counterparts, but higher expectations with respect to the treatment they receive. Those who did feel they were treated poorly by housing office or maintenance personnel frequently commented that the situation must be even worse for junior personnel. The lower level of complaints among senior personnel may simply reflect their entitlement to better quarters to begin with, and, the probability that their complaints or requests would be acted on more quickly due to their rank.

Response differences were also noted. For respondents from all housing areas, except Hickam, the majority of issues that surfaced represented specific day-to-day problems with their housing, the community, or support services. In general, residents of the Fort Shafter sites strongly preferred their current community, but were most dissatisfied with services (e.g., bulk trash collection and the pesticide program). Those from the Schofield sites were most negative about facilities (especially playgrounds and the lack of parking spaces) and also were the least likely to report a preference for their present housing area.

Barbers Point respondents most frequently were negative about maintenance (e.g., nonresponse to calls for service) and services. Pearl Harbor residents were most concerned about maintenance, services, and security. With respect to maintenance, a particular contractor (Emerald Maintenance) was the subject of numerous complaints in the written comments. Regarding security, concern about quarters security was found in most areas. However, the emphasis at Pearl Harbor may have been a reaction to a series of rapes that occurred there some months prior to the survey questionnaire. Preference for the present housing area was moderate among residents of both Barbers Point and Pearl Harbor sites. Kaneohe residents showed no specific concentration of complaints and strongly preferred their housing community over others in Hawaii.

In contrast, residents of the Hickam sites showed a different pattern of responses. Their responses were frequently in the opposite direction from those of residents in other areas and more extreme (i.e., more positive or more negative). They also showed negative responses to more of the items in Part 1 than respondents from other areas. However, unlike the others, their complaints focused on policies and procedures items, with facilities a distant second. Unlike their counterparts from other areas, Hickam area residents were either much more or uniquely dissatisfied with responsiveness of area housing office personnel; consistency in housing assignment; adequacy of housing office service during peak periods; housing office efficiency; housing office processing time; flexibility in housing assignment; and the mixing of Services in housing areas. The uniqueness of this response pattern suggests a reaction to conditions at the area housing office serving the Hickam community at the time of the survey, as well as a difference in expectations among the residents of Hickam compared to those in other areas.

Regarding facilities, Hickam area respondents also were uniquely or especially negative about their bedroom sizes, continuing improvements in the quality of their housing, their plumbing, the cleanliness of their residences at move-in, and the adequacy of their kitchen cabinets. The perception that Air Force housing is better than housing for the other Services was prevalent among personnel who were interviewed and participated in the pretest sessions, in the present study as well as in previous DoD studies (Lawson et al., 1983, 1985). The more positive responses of Hickam residents on items dealing with maintenance, services, etc., would tend to support this perception, but their negativity regarding facilities would refute it. Again, these personnel may have higher expectations for their housing than others. However, Hickam residents, along with those from the Fort Shafter and Kaneohe areas, showed a strong preference for their present housing community versus others in Hawaii.

Comparisons of service members' responses as a function of when they were assigned to military family housing also showed some interesting response differences. Aggregated across housing areas, personnel assigned to quarters since the consolidation agreed more than those assigned before with the mixing of Services in housing areas and the effectiveness of suggestion boxes in the area offices. They also agreed more that accurate civilian housing lists were available to them upon arrival, and that their housing units were clean when they moved in. Of the six general satisfaction items, four showed statistically significant differences by assignment date. Respondents assigned since the consolidation, more often than those assigned before, preferred military over civilian housing and reported greater overall satisfaction (both service member and spouse) with the present housing area. In contrast, greater preference for the current housing area (versus others in Hawaii) was found among respondents

assigned before the consolidation. No reversals in these response patterns were found within housing areas.

When interpreting the results of the present study, it is important to view them in a larger context. Being assigned in Hawaii places military families in a unique situation. While they are living in one of the United States, with many of the mainland familiarities (e.g., convenience stores and shopping malls), they are both isolated from the mainland and forced to operate in a culture appreciably different from most continental locations (e.g., the Hawaiian and Japanese influences). Viewed broadly, the results of the present study were predictably like and unlike those found in previous DoD studies of service member satisfaction.

Service members assigned on the mainland showed greater preference for civilian over military housing, indicating desire both for home ownership and to be away from the military atmosphere while at home. Service members assigned overseas tended to prefer military over civilian housing, due in part to scarcity of civilian rentals, high costs (e.g., initial set-up costs, unreimbursed moving expenses) language and cultural differences, and the small sizes of civilian houses (especially in the Asian countries and England). In the present study, preference for military or civilian housing was nearly equal when the question included the caveat of "if costs were not a factor." Common to the responses of service members in all three studies was the importance placed on the size of the housing. In interviews, many service members reported that civilian houses in Hawaii are small in relation to those at comparable prices on the mainland. Unlike many overseas areas, the civilian housing market in Hawaii does offer the opportunity for home ownership. But the prices are highly inflated, and in some cases, only the home may be owned, not the land on which it is built. These circumstances, along with the cultural

differences and isolation from the mainland, may tend to make an assignment in Hawaii seem more like an overseas tour.

Common to both the overseas (Lawson et al., 1985) and the present study was the tendency for respondents to report being generally satisfied with their present housing unit (60% overseas and 68% in Hawaii), while at the same time having numerous complaints about that housing. This seeming contradiction may be explained by respondents making a distinction between their general attitude toward their living conditions and those aspects that cause them difficulty. Location differences were also apparent in both studies; that is, by country in the overseas study and by housing area in the present one. In both studies, respondents also mentally partitioned the perceived effect of their living conditions on job performance and career intentions out from the other factors that are influential. Compared to respondents overseas, those in Hawaii more often reported positive effects on their job performance (47 versus 24% overseas) and their career intentions (38 versus 18% overseas). All of the respondents in the present study were living in military family housing and a majority of those overseas tended to prefer military housing. In many of the written comments in the present study, respondents followed their complaints with statements expressing gratitude for being able to live in military housing.

To a large extent, the present results also corroborated the findings of the OCFHO all-services conference report prepared in 1984. Where differences were found, either new procedures had been implemented since the conference or the complaints were too site-specific to be picked up in the present study. Some of the areas in which satisfaction was reported by both the conference delegates and respondents in the present study were with size and space considerations of the current housing, the quality of work and courtesy of

maintenance personnel and the adequacy of household garbage service. Dissatisfactions reported both by the conference delegates and in the present study included the perception of housing personnel being uncaring and unresponsive, lack of a preventive maintenance program, and inadequacies in the number, maintenance and suitability of playgrounds. One difference in results between the conference and the survey data was that conference delegates reported housing office personnel as uninformative, while the survey showed differences of opinion depending on the area office involved.

In the interim between the conference (October 1984) and the collection of data in the present study (April 1985), several of the issues raised at the conference were dealt with successfully by OCFHO, as shown by the survey results. For example, the conference delegates criticized the self-help program, considered the clearing requirement on plants unrealistic, and reported that housing rules were not known by occupants. The present study found high satisfaction with most aspects of the self-help program, very strong approval of the new policy allowing plants to remain when occupants move out, and satisfaction with the availability of copies of housing rules and regulations.

The conference delegates also made many recommendations to OCFHO. Among these was a recommendation to improve communications between residents and housing management, to improve the appearance of the housing offices, to stock pesticides and shrubs in the self-help stores, and to provide residents with phone stickers that display emergency and work order numbers. During the interim between the conference and the survey, OCFHO began publishing a monthly newspaper for family housing residents that has been well received, according to the survey data; suggestion boxes were placed in area housing offices; and a housing hotline

was established and an all-Services Resident Advisory Board (RAB) was established in January 1985. Respondents to the survey reported the appearance of housing offices as satisfactory, and a test program of stocking shrubs was conducted that is now under consideration for extension to all self-help stores.

Between the time the survey was conducted and the present, many additional measures have been taken by OCFHO to satisfy the requests of the military family housing community. Among others, the following improvements have been made or started: Installation of dead bolt locks and peepholes has begun at various housing sites; phone stickers with emergency numbers are available now, and stickers with housing work order numbers are on order; washers and dryers are now available for all housing units; a new fencing policy approved August 1985 allows residents to put up privacy chain link fence with materials provided through the self-help stores; the Department of the Army has approved construction of lanai covers and screens as part of the improvement projects planned for future years; resident surveys of maintenance needs have been started, and a baseline maintenance conditions survey of all quarters has been completed that will be used to develop a maintenance and repair program; occupant improvements reviewed and approved by the area housing manager or accepted in writing by the incoming occupant no longer must be removed when the occupant moves out; pesticides, insect bait stations, mouse traps, and weed killer are available at the self-help stores; contracts have been awarded for tenting of quarters for the elimination of termites; expansion of maintenance hours to include evenings and weekends is being written into new contracts; a program has been submitted to the Department of the Army for construction of family housing units for service members in grades E-1 to E-3; a playground and tot lot requirements survey is underway for the purpose of programming repairs and building; and

Aloha Ohana will be publishing all policy and procedure changes that affect residents as well as contractor schedules, when possible.

While not all of the issues raised at the 1984 conference have been addressed to the satisfaction of the family housing residents, progress has been made and continues to be made in many areas. The present study demonstrated this in the period between the conference and

the collection of the survey data, and additional steps have been taken since then as a result of the survey. A second all-services family housing conference was held in October 1985. The results of this conference are not presently available, but their findings, along with the follow-up family occupant survey to be conducted in 1986, should provide a wealth of information on the improvements in living conditions for military families in Hawaii.

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- Nie, N. H., Hull, C. H., Jenkins, J. G., Steinbrenner, K., & Bent, D. H. (1975). SPSS: Statistical package for the social sciences (2nd ed.). New York: McGraw-Hill.
- Oahu Consolidated Family Housing Office (OCFHO). (October 1984). All-Services Family Housing Conference Interim Report. Oahu: Department of the Army.

APPENDIX A
SURVEY QUESTIONNAIRE



REPLY TO
ATTENTION US

APZV-OH

DEPARTMENT OF THE ARMY
HEADQUARTERS UNITED STATES ARMY SUPPORT COMMAND, HAWAII
OAHU CONSOLIDATED FAMILY HOUSING OFFICE
FORT SHAFTER, HAWAII 96858-5000

MEMORANDUM FOR FAMILY HOUSING OCCUPANTS

SUBJECT: Military Housing Occupant Survey

1. Military family housing for the island of Oahu was consolidated under the management of the Department of the Army in October 1983. Since then the Oahu Consolidated Family Housing Office (OCFHO) has been standardizing housing policies among the services and developing new procedures to promote efficient, economical management. Our goal is to provide the best possible support to all service members and their families.

2. OCFHO now needs your input to determine if we are on the right track to meeting this goal. You have been randomly selected from military family housing residents in the four services to take part in a survey. The survey is divided into a BACKGROUND INFORMATION SECTION and three (3) parts. PART I of the survey deals with your experiences and opinions on present military family housing. PART II is concerned with what OCFHO should be doing to improve military family housing on Oahu. PART III provides space for you to make any additional comments and suggestions about any aspect of military family housing.

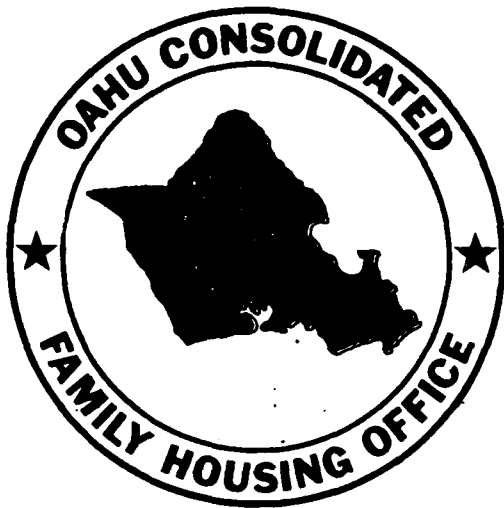
3. Approximately half of the military family housing population on Oahu will be surveyed. It is very important that you take the time to give thoughtful, honest answers since your opinions will be considered as representative of those held by other military personnel on Oahu. Your answers will benefit not only the current residents but also future residents of military family housing.

4. Please read the directions carefully as you complete the questionnaire, and return it in the enclosed prestamped envelope within five days of receipt. The sooner we have your input, the sooner we can begin to evaluate your housing needs and desires.

5. This survey was developed by the Navy Personnel Research and Development Center and the Oahu Consolidated Family Housing Office with the assistance of military family housing residents on Oahu. If you have any questions about the contents of the questionnaire, please call Mr. Jim Roberts at 438-2660 or 438-2877.

Enclosure

FREDERICK E. BITTL
COL, CE
Director, Oahu Consolidated Family
Housing Office



OCFHO

**Oahu Consolidated Family
Housing Office**

**MILITARY FAMILY HOUSING
OCCUPANT SURVEY**

April 1985

PRIVACY ACT STATEMENT

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purposes and uses to be made of the information collected. The Oahu Consolidated Family Housing Office (OCFHO) may collect the information requested in the Military Family Housing Occupant Survey under the authority of 5 United States Code 301.

The information collected in the questionnaire will be used by OCFHO to evaluate existing and proposed military family housing policies and procedures in Hawaii.

Providing information in this form is voluntary. Failure to respond to any particular questions will not result in any penalty to the respondent except the possible lack of representation of your views in the final results and outcomes.

INSTRUCTIONS:

1. Please separate the answer sheet from the rest of the questionnaire.
2. Read each question or statement and all possible answers carefully before choosing your answer.
3. Select the number of the answer that best applies to you or best expresses your opinion and PRINT it in the space provided for the item, as shown below. All answers, except written comments, MUST be on the answer form. For example:

Survey item 115. Pets should be considered when housing is assigned.
Answer sheet 115. _____

If you agree with this statement, you would enter a 4 or a 5 (depending on how strongly you agree). If you disagree with this statement, you would enter a 1 or 2. If you don't have pets, you may wish to enter 0 (Does not apply).

4. Return only the answer form and your written comments in the envelope provided. You may dispose of the questionnaire.
-

Developed by:

Oahu Consolidated Family Housing Office
Fort Shafter, Hawaii 96858-5000

and

Navy Personnel Research and Development Center
Human Factors and Organizational Management Systems Laboratory
San Diego, California 92152-6800

← Tear out here

ANSWER FORM

Oahu Consolidated Family Housing Office (OCFHO) MILITARY FAMILY HOUSING OCCUPANT SURVEY

Background

1. _____
2. _____
3. _____
4. _____
5. _____

BACKGROUND INFORMATION SECTION

Please be careful that the item numbers on the survey are the same as those on the answer form when you are printing in your answers.

PART I YOUR PRESENT HOUSING

Housing Policies and Procedures

6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____
21. _____
22. _____
23. _____
24. _____
25. _____
26. _____

Operations

27. _____
28. _____
29. _____
30. _____

Housing Referral

31. _____
32. _____
33. _____

Facilities

34. _____
35. _____
36. _____
37. _____
38. _____
39. _____
40. _____
41. _____
42. _____
43. _____
44. _____
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46. _____
47. _____
48. _____
49. _____
50. _____
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53. _____
54. _____
55. _____
56. _____
57. _____

Maintenance and Repair

58. _____
59. _____
60. _____
61. _____
62. _____
63. _____
64. _____
65. _____
66. _____
67. _____
68. _____
69. _____

Services

70. _____
71. _____
72. _____
73. _____
74. _____

Security/ Safety

75. _____
76. _____
77. _____

Communication

78. _____
79. _____
80. _____
81. _____
82. _____

Self-Help

83. _____
84. _____
85. _____
86. _____
87. _____
88. _____
89. _____

TLA Program

90. _____
91. _____
92. _____
93. _____

General Topics

94. _____
95. _____
96. _____
97. _____
98. _____
99. _____
100. _____
101. _____

PART II WHAT SHOULD BE

Housing Policies and Procedures

102. _____
103. _____
104. _____
105. _____
106. _____
107. _____
108. _____
109. _____
110. _____
111. _____
112. _____
113. _____
114. _____
115. _____
116. _____
117. _____
118. _____
119. _____
120. _____
121. _____

Maintenance and Repair

122. _____
123. _____
124. _____
125. _____
126. _____
127. _____
128. _____
129. _____
130. _____
131. _____
132. _____
133. _____
134. _____
135. _____
136. _____

Security/ Safety

137. _____
138. _____
139. _____
140. _____
141. _____
142. _____
143. _____
144. _____

Self-Help

145. _____
146. _____
147. _____
148. _____
149. _____
150. _____
151. What is
your
paygrade?

PART III - WRITTEN COMMENTS

If you would like to make additional comments or suggestions about **ANY** aspect of your family housing, maintenance, housing office, policies, etc., please write them here. If you need more space, attach separate sheets.

Return only this answer form and your written comments in the envelope provided. You may dispose of the questionnaire.

THANK YOU FOR YOUR PARTICIPATION

4/85

OCFHO
Oahu Consolidated Family Housing Office

MILITARY FAMILY HOUSING OCCUPANT SURVEY

BACKGROUND INFORMATION

Carefully read each question and all possible answers before choosing your answer. Mark your answers ON THE ANSWER FORM provided. All answers, including your written comments, must be on the answer sheet.

BACKGROUND

1. In what Service are you serving?

1. Army
2. Navy
3. Air Force
4. Marine Corps

2. What is your pay grade?



- | | | |
|---------|---------|------------------|
| 01. E-1 | 10. W-1 | 14. O-1 |
| 02. E-2 | 11. W-2 | 15. O-2 |
| 03. E-3 | 12. W-3 | 16. O-3 |
| 04. E-4 | 13. W-4 | 17. O-4 |
| 05. E-5 | | 18. O-5 |
| 06. E-6 | | 19. O-6 |
| 07. E-7 | | 20. O-7 or above |
| 08. E-8 | | |
| 09. E-9 | | |

NOTE: Please be careful to use the correct answer number, for example;

If you are an E-5, enter 05;

If you are an O-5, enter 18.

3. How many months were you on the waiting list before being assigned to military family housing?

- | | |
|------------------------|------------------------|
| 1. Less than one month | 5. 7 - 8 months |
| 2. 1 - 2 months | 6. 9 - 12 months |
| 3. 3 - 4 months | 7. 13 - 24 months |
| 4. 5 - 6 months | 8. 25 months or longer |

4. When did you and your family FIRST move into military family housing in Hawaii?

1. Before 1 October 1983
2. On or After 1 October 1983

5. What is the name of the housing area where you and your family presently live?

- | | |
|---|--------------------------|
| 01. TAMC | 20. Red Hill |
| 02. Shafter | 21. Camp Smith |
| 03. Aliamanu | 22. Hale Alii |
| 04. Ft. Kam | 23. Hospital Point |
| | 24. Ford Island |
| 05. Kilauea MC | 25. Marine Barracks |
| 06. Schofield Barracks | 26. McGrew Point |
| 07. Helemano | 27. Moanaloa Terrace |
| | 28. Pearl City Peninsula |
| 08. Barbers Point/ Barbers Point Makai | 29. Manana |
| 09. Puuloa | 30. Camp Stover |
| 10. Iroquois Point | 31. NAVCAMSEASTPAC |
| 11. Lualuaei | 32. Radford Terrace |
| 12. RFT Lualuaei | 33. Halsey Terrace |
| 13. West Loch | 34. Catlin Park |
| | 35. Hickam AFB |
| 14. Hale Moku | 36. Wheeler AFB |
| 15. Hokulani | 37. Bellows AFS |
| 16. Halawa | |
| 17. Makalapa | 38. Kaneohe |
| 18. Little Makalapa | |
| 19. Maloelap | |

PART I - YOUR PRESENT HOUSING

In the following series of items, we are interested in your experiences and opinions. Use the answers below to indicate whether you AGREE or DISAGREE with each statement, as it applies to your present housing on Oahu. Print the number of the answer that BEST expresses your opinion on the line by the corresponding item number on the ANSWER SHEET provided.

0 = DOES NOT APPLY OR DON'T KNOW
1 = STRONGLY DISAGREE
2 = DISAGREE
3 = NEITHER DISAGREE NOR AGREE
4 = AGREE
5 = STRONGLY AGREE

HOUSING POLICIES AND PROCEDURES

6. Area housing office personnel are concerned about service families.
7. Area housing office personnel are responsive to the needs of military family housing residents (regardless of Service or pay grade).
8. Area housing office personnel are usually informative.
9. My military family housing was assigned fairly.
10. Military family housing is assigned in a consistent manner.
11. Area housing office services are available to all who need or request them (regardless of Service or pay grade).
12. Area housing office personnel review and explain housing rules and regulations.
13. Area housing office personnel provide assistance to spouses and family members when the service member is away (e.g., on TDY or deployed).
14. The service provided by area housing office personnel is adequate, even during peak periods of moves in and out.
15. The appearance of the area housing office(s) is satisfactory.
16. Area housing offices seem to be operated efficiently (e.g., service is fast, reliable, etc.).
17. Military family housing rules and regulations are properly enforced.
18. The time it takes to process in and out at the area housing office is not a problem.
19. Military family housing rules and regulations are enforced the same for all housing areas and Services.
20. Copies of housing rules and regulations are available at the area housing offices at all times.
21. Copies of housing rules and regulations are provided in the welcome packets at the area housing offices.

Please continue to use the answers below to express your opinion of each of the following statements.

- | |
|----------------------------------|
| 0 = DOES NOT APPLY OR DON'T KNOW |
| 1 = STRONGLY DISAGREE |
| 2 = DISAGREE |
| 3 = NEITHER DISAGREE NOR AGREE |
| 4 = AGREE |
| 5 = STRONGLY AGREE |

- 22. I like the idea of mixing of Service branches in housing areas.
- 23. The present quarters cleaning policy allows for quick move-out.
- 24. Military family housing assignment policy is flexible enough to accommodate special cases.
- 25. The suggestion boxes and forms placed in area housing offices make it easy to provide feedback to housing management.
- 26. I like the policy that allows plants put in by occupants to remain when they move out.

OPERATIONS

- 27. The amount of time it takes to get loaner furniture is not a problem.
- 28. Inspections of my quarters were completed before we moved in.
- 29. The waiting time for approval of yard/privacy fencing is not a problem.
- 30. Contractor deficiencies and engineering problems in my housing unit are usually corrected promptly.

HOUSING REFERRAL

- 31. Up-to-date, accurate civilian housing lists were available to me when I arrived on Oahu.
- 32. Civilian housing units are usually inspected for adequacy before being put on the referral lists.
- 33. Information about buying, leasing and contracts for civilian housing is usually provided by the housing offices.

FACILITIES

- 34. The quality of the family housing in my community is continually being improved.
- 35. Parks and playgrounds are adequate in my housing area.
- 36. My military family housing unit is large enough to meet our needs.

Please continue to use the answers below to express your opinion of each of the following statements.

0 = DOES NOT APPLY OR DON'T KNOW
1 = STRONGLY DISAGREE
2 = DISAGREE
3 = NEITHER DISAGREE NOR AGREE
4 = AGREE
5 = STRONGLY AGREE

37. The bedrooms in my military family housing unit are large enough.
38. There are enough bathrooms in my military family housing unit.
39. Parking spaces in my housing area are adequate.
40. Noise between housing units in my area is not a problem.
41. My military family housing unit is located conveniently close to my work.
42. The operation of the plumbing is good in my military family housing unit.
43. The operation of kitchen appliances in my housing unit is satisfactory.
44. My military family housing unit is well constructed.
45. The floor plan of my housing unit is good.
46. My hot water tank is large enough to meet family needs.
47. My housing unit was clean when we moved in.
48. Sidewalks are adequate within my housing community.
49. In general, community facilities (such as child care, chapels, and family service centers) are adequate to meet the needs of my housing community.
50. Bathroom and/or kitchen remodeling is not needed in my housing unit.
51. New playgrounds and improvements (trees, benches, equipment) are not needed in my housing area.
52. Existing playgrounds are well maintained in my housing area.
53. Kitchen cabinets are adequate in my housing unit.
54. The door and window screen material currently being used is adequate.
55. Playground inspections are conducted often enough.
56. Playgrounds in my housing area are located a sufficient distance from roads.
57. Recreation areas and equipment for different ages (such as skate board areas, baseball fields, slides and swings) are adequate in my housing area.

Please continue to use the answers below to express your opinion of each of the following statements.

- | |
|----------------------------------|
| 0 = DOES NOT APPLY OR DON'T KNOW |
| 1 = STRONGLY DISAGREE |
| 2 = DISAGREE |
| 3 = NEITHER DISAGREE NOR AGREE |
| 4 = AGREE |
| 5 = STRONGLY AGREE |

MAINTENANCE AND REPAIR

- 58. Road maintenance is adequate within my housing community.
- 59. Maintenance of common ground areas is good within my housing community.
- 60. Maintenance and repair personnel are courteous.
- 61. The response to emergency calls for service is good.
- 62. The response to routine calls for service is good.
- 63. The 24-hour emergency call-in line produces quick responses.
- 64. Assigning work order numbers at the time of the call is resulting in faster service.
- 65. Appliance replacement is prompt, even on weekends.
- 66. The quality of the repair and maintenance work is generally good.
- 67. Preventive maintenance on residences is usually performed on a regular basis.
- 68. Residents are usually given a time frame (e.g., morning, afternoon or evening) or a definite time when maintenance and repairs will be performed.
- 69. In units with lanais, maintenance of lanais is generally adequate.

SERVICES

- 70. Household trash and garbage collection is usually good and on schedule.
- 71. Bulk trash collection is good and on schedule.
- 72. Ant and mosquito spraying is done when needed.
- 73. Fire inspections are performed regularly.
- 74. The pesticides currently being used to spray for insects work well.

SECURITY/SAFETY

- 75. Walking patrols during deployments are adequate.
- 76. Quarters security is generally good.
- 77. Speed limits are enforced within our housing area.

Please continue to use the answers below to express your opinion of each of the following statements.

0 = DOES NOT APPLY OR DON'T KNOW
1 = STRONGLY DISAGREE
2 = DISAGREE
3 = NEITHER DISAGREE NOR AGREE
4 = AGREE
5 = STRONGLY AGREE

GENERAL TOPICS

94. We would prefer to live in military family housing rather than civilian housing, even if costs were not a factor.
95. We would prefer to live in the housing area in which we now reside, even if we had a choice of any military housing area in Hawaii.
96. We have been receiving the "Aloha Ohana" monthly newspaper published by OCFHO since it was first published in January 1985.
97. We feel that the "Aloha Ohana" is interesting and informative.
98. Overall, I am generally satisfied with our present family housing unit.
99. Overall, my spouse is generally satisfied with our present family housing unit.
100. My present living conditions are having a positive effect on my job performance.
101. My present living conditions are having a positive effect on my military career intentions.

Please continue to use the answers below to express your opinion of each of the following statements.

- 0 = DOES NOT APPLY OR DON'T KNOW
1 = STRONGLY DISAGREE
2 = DISAGREE
3 = NEITHER DISAGREE NOR AGREE
4 = AGREE
5 = STRONGLY AGREE

COMMUNICATION

- 78. Orientation and information packets provided to newcomers are adequate.
- 79. Community meetings are held regularly.
- 80. OCFHO representatives are usually available at community meetings.
- 81. Phone calls to the trouble desk usually get through promptly.
- 82. The Housing Hotline is working well and helping residents with problems.

SELF-HELP

- 83. The location of the self-help stores is good.
- 84. The hours that the self-help stores are open are adequate.
- 85. Self-help stores are well stocked with the right items.
- 86. I am satisfied with the service at the self-help stores.
- 87. Routine repairs usually can be accomplished by occupants without engineering help.
- 88. The self-help program works well.
- 89. Use of the self-help program is actively encouraged.

TLA PROGRAM

- 90. The Temporary Lodging Allowance program has few, if any, problems.
- 91. Temporary Lodging Allowances are extended when needed.
- 92. The Temporary Lodging Allowance program relieves service family money problems.
- 93. The TLA program maintains a good hotel list.

PART II - WHAT SHOULD BE

In the following series of items, you will be asked to give your opinion of what should be done or what needs to be done to improve military family housing in Hawaii. Your responses will be used to plan for new programs which will have to be dependent upon fund availability and practicality.

Please continue to use the answers below to express your opinion of each of the following statements.

| |
|----------------------------------|
| 0 = DOES NOT APPLY OR DON'T KNOW |
| 1 = STRONGLY DISAGREE |
| 2 = DISAGREE |
| 3 = NEITHER DISAGREE NOR AGREE |
| 4 = AGREE |
| 5 = STRONGLY AGREE |

HOUSING POLICIES AND PROCEDURES

102. A neighborhood coordinator is needed in my housing area.
103. The names and phone numbers of the area coordinators should be readily available to occupants.
104. In spite of the limited number of family housing units available in Hawaii, E-1 to E-3 personnel with dependents should be allowed in military family housing.
105. Live-in domestic help should be allowed in any military family housing unit (not just in special cases).
106. Occupant improvements designed and built according to approved specifications (e.g., fencing, lanai covers, enclosed storage areas) should be allowed to remain when occupants move out.
107. Water temperatures on hot water tanks need to be hotter for dishwasher use.
108. Residents should be allowed to cover and screen lanais where slabs exist (according to allowable and inspectable specifications).
109. Residents should be allowed to cover and enclose outside storage areas and/or to put up metal storage sheds.
110. All housing areas should be gated to discourage unauthorized traffic.
111. Speed bumps or rumble strips are needed in my housing area.
112. Residents should be allowed to fence their yards (within standard specifications).

Please continue to use the answers below to express your opinion of each of the following statements.

0 = DOES NOT APPLY OR DON'T KNOW
1 = STRONGLY DISAGREE
2 = DISAGREE
3 = NEITHER DISAGREE NOR AGREE
4 = AGREE
5 = STRONGLY AGREE

- 113. Government temporary housing on the base, post or duty station should be provided instead of TLA.
- 114. Based on my personal experience, greater financial allowances are needed for those living in civilian housing.
- 115. Pets should be considered when housing is assigned (e.g., to units with fenced yards, etc.).
- 116. Military family housing residents need to be informed of changes in policies and procedures on a more regular basis.
- 117. Military family housing briefings (on TLA, housing, storage facilities and loaner furniture) should be mandatory for service members and spouses.
- 118. One or more person in each area housing office should be assigned to assist newcomers.
- 119. The commands should encourage and support the sponsor program more.
- 120. Washers, dryers, dishwashers and garbage disposals should be available in all units.
- 121. Phone stickers with housing work order and emergency numbers should be provided to residents.

MAINTENANCE AND REPAIR

- 122. Greater quality control of contractor work is needed.
- 123. Schedules for contractor services should be published.
- 124. Follow-up maintenance inspections of quarters should be done after they have been occupied for a short period of time.
- 125. Move-out and move-in inspections should be combined when possible (e.g., when the unit is vacant for only a week or less).
- 126. Additional carports are needed in my housing area.
- 127. Safety should be considered more often when playground equipment is purchased or constructed.

Please continue to use the answers below to express your opinion of each of the following statements.

0 = DOES NOT APPLY OR DON'T KNOW
1 = STRONGLY DISAGREE
2 = DISAGREE
3 = NEITHER DISAGREE NOR AGREE
4 = AGREE
5 = STRONGLY AGREE

- 128. Surveys of maintenance needs among residents need to be taken periodically.
- 129. Maintenance hours need to be expanded to include evenings and weekends for families in which both the service member and spouse work.
- 130. Residents should be allowed to perform more maintenance and repairs.
- 131. Empty quarters need to be sprayed more than once for insects if the unit is going to be vacant for more than a few days.
- 132. Lawn care should be provided for the families of deployed personnel.
- 133. Residents should spray their own quarters to supplement OCFHO pesticide spraying.
- 134. Geckos should not be killed.
- 135. Residents should be responsible for removing stagnant water and wood scraps in their yards.
- 136. Rules requiring that residents keep their quarters clean should be strictly enforced.

SECURITY/SAFETY

- 137. Dead-bolt locks and peep holes should be installed in all units.
- 138. Glass door and window locks should be provided for all residents.
- 139. Trees and bushes around the housing units should be thinned to aid security.
- 140. Protective fencing should be installed.
- 141. Neighborhood watches should be instituted by the residents of housing communities to increase security.
- 142. Residents should be responsible for checking their own smoke alarms not the maintenance people.
- 143. Residents should install their own security devices (e.g., safety chains, etc.) using those that are allowed, are stocked in the self-help stores, and can pass inspection.
- 144. Residents should be responsible for doing their own security inspections.

Please continue to use the answers below to express your opinion of each of the following statements.

- | |
|----------------------------------|
| 0 = DOES NOT APPLY OR DON'T KNOW |
| 1 = STRONGLY DISAGREE |
| 2 = DISAGREE |
| 3 = NEITHER DISAGREE NOR AGREE |
| 4 = AGREE |
| 5 = STRONGLY AGREE |

SELF-HELP

- 145. Shrubs should be made available through the self-help stores.
- 146. Check-out procedures need to be standardized in the self-help stores.
- 147. More education and instructional programs are needed at the self-help stores.
- 148. Pesticides should be stocked at the self-help stores.
- 149. A library of "how-to-do-it" books and pamphlets should be installed at the self-help stores.
- 150. Materials for group outing areas (e.g., barbeque pits, covered picnic areas) should be available through self-help.

PART III - WRITTEN COMMENTS

In the space provided on the back of the answer form, please make any comments or suggestions that you would like to about ANY aspect of your family housing, maintenance, housing office policies, services, etc. If you need more space, attach additional sheets.

Return your answer form and written comments in the envelope provided. You may dispose of the questionnaire.

THANK YOU FOR YOUR PARTICIPATION.

APPENDIX B
COMPARISON OF RESPONSES BY THE 38 INDIVIDUAL
MILITARY FAMILY HOUSING SITES

COMPARISON OF RESPONSES BY THE 38 INDIVIDUAL MILITARY FAMILY HOUSING SITES

In the following series of tables, the attitudes, opinions, and perceptions of survey participants from the 38 individual housing sites are shown in coded form, according to the mean responses.

In Part 1 of the questionnaire, a low mean (or negative) response indicates dissatisfaction or a perceived problem, while a high mean (or positive) response indicates that all is generally well. In Part 2, a low mean (or negative) response shows less desire for or interest in the proposed change, while a high mean (or positive) response indicates that the proposed change to improve living conditions was popular among the respondents.

The codes in the tables should be interpreted as follows:

| <u>Mean Score</u> | <u>Code</u> | <u>Interpretation</u> |
|-------------------|-------------|--|
| 1.00-1.95 | NN | Part 1: Very negative, very dissatisfied. Part 2: Very little desire or perceived need. |
| 1.96-2.79 | N | Part 1: Negative, generally dissatisfied. Part 2: Little desire or perceived need. |
| 2.80-3.19 | O | Part 1: Neutral, no consensus of agreement. Part 2: Neutral, no consensus of agreement. |
| 3.20-3.99 | P | Part 1: Positive, generally satisfied. Part 2: Desired, need generally perceived. |
| 4.10-5.00 | PP | Part 1: Very positive, very satisfied. Part 2: Very desired, high perceived need. |

In both parts of the questionnaire, the strongest indications are indicated by the double positive (PP) or double negative (NN) codes, followed by the single positive (P) and negative (N) codes. Neutral (O) codes represent items on which respondents either mostly marked "neither disagree or agree," or on which half agreed while half disagreed.

The reader is cautioned to note the number of individuals responding from each housing site. The smaller the number, the more extreme the responses tend to be. Also, as the population size gets smaller, the required number of respondents in the sample increases in order for the results to be considered representative of the population. For example, there were six occupied housing units at Bellows, but only two individuals at this site responded. In order to project the survey results at Bellows to the population actually living there at the time of the survey, all six of the residents would have had to respond. Therefore, sites where the sample sizes were high in relation to the resident population at the time are the more reliable indicators of attitudes at that site.

Because of the small number of individuals who responded from some of the housing sites, no statistical analyses were performed at this level. The "eyeball" comparisons on the following pages are included ONLY as a management tool, to suggest where problems or desires for change may be most prevalent.

FORT SHAFTER AREA

| QUESTIONNAIRE ITEMS - PART 1 | Ft. | | | |
|---|----------------|--------------------|---------------------|--------------|
| | TAMC (n=47) | Shafter (n=143) | Aliamanu (n=446) | Kam (n=7) |
| Policies/Procedures | | | | |
| Q6: Area housing office personnel are concerned about service families. | O | P | P | O |
| Q7: Area housing office personnel are responsive to the needs of families. | N | P | P | N |
| Q8: Area housing office personnel are usually informative. | O | P | P | O |
| Q9: My military family housing was assigned fairly. | P | P | P | P |
| Q10: Military family housing is assigned in a consistent manner. | N | O | O | N |
| Q11: Area housing office services are available to all. | P | P | P | P |
| Q12: Area housing office personnel review and explain housing rules & regs. | O | O | P | O |
| Q13: Area housing office personnel provide assistance to spouses. | N | O | O | N |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | O | P | P | N |
| Q15: The appearance of area housing offices is satisfactory. | P | P | P | P |
| Q16: Area housing offices seem to be operated efficiently. | N | O | O | N |
| Q17: Military family housing rules and regulations are properly enforced. | N | N | N | O |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | O | P | P | N |
| Q19: Military family housing rules are enforced the same in all areas. | N | N | N | N |
| Q20: Copies of rules & regs are available at the area housing office. | P | P | P | P |
| Q21: Copies of rules & regs are provided in the welcome packets. | P | P | P | P |
| Q22: I like the idea of mixing of Services in housing areas. | P | O | P | N |
| Q23: The present quarters cleaning policy allows for quick move-out. | N | P | O | O |
| Q24: Military family housing assignment policy is flexible enough to accomodate special cases. | O | P | P | P |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | O | P | P | O |
| Q26: I like the policy that allows plants To remain when occupants move out. | PP | PP | PP | PP |

PORT SHAFTER AREA (CONT)

| Operations | TAMC (n=57) | Ft. Shafter (n=143) | Ft. Aliamanu (n=446) | Ft. Kam (n=7) |
|--|----------------|---------------------------|----------------------------|---------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | P | P | P |
| Q28: Inspections of my quarters were completed before we moved in. | N | O | P | P |
| Q29: The waiting time for approval of yard fencing is not a problem. | N | O | N | O |
| Q30: Contractor deficiencies and engineering problems are usually corrected promptly. | N | O | N | N |
| Housing Referral | | | | |
| Q31: Accurate civilian housing lists were available to me when I arrived. | O | P | P | PP |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | N | O | O | P |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | O | P | P | O |
| Facilities | | | | |
| Q34: The quality of family housing in my community is continually improving. | N | P | P | P |
| Q35: Parks and playgrounds are adequate in my housing area. | NN | N | N | N |
| Q36: My military family housing unit is large enough to meet our needs. | P | P | P | PP |
| Q37: The bedrooms in my military family housing unit are large enough. | O | P | P | PP |
| Q38: There are enough bathrooms in my military family housing unit. | O | P | P | PP |
| Q39: Parking spaces in my housing area are adequate. | N | O | O | PP |
| Q40: Noise between housing units in my area is not a problem. | N | N | P | PP |
| Q41: My military family housing unit is located conveniently close to work. | P | P | P | P |
| Q42: The operation of the plumbing is good in my housing unit. | N | N | P | N |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | P | P | P | P |
| Q44: My military family housing unit is well constructed. | O | O | O | PP |
| Q45: The floor plan of my housing unit is good. | O | O | P | P |

PORT SHAFTER AREA (CONT)

| Facilities (Cont) | Ft. | | | |
|---|----------------|--------------------|---------------------|--------------|
| | TAMC (n=57) | Shafter (n=143) | Aliamanu (n=446) | Kam (n=7) |
| Q46: My hot water tank is large enough to meet family needs. | P | P | P | P |
| Q47: My housing unit was clean when we moved in. | O | O | P | N |
| Q48: Sidewalks are adequate within my housing community. | N | P | O | PP |
| Q49: Community facilities are adequate to meet the needs of my community. | N | P | P | P |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | NN | N | P | NN |
| Q51: New playgrounds and improvements are not needed in my housing area. | NN | N | N | NN |
| Q52: Existing playgrounds are well maintained in my housing area. | NN | N | O | NN |
| Q53: Kitchen cabinets are adequate in my housing unit. | O | O | O | P |
| Q54: Door and window screen material currently being used is adequate. | N | O | O | O |
| Q55: Playground inspections are conducted often enough. | NN | N | N | NN |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | O | N | P | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | NN | N | P | P |
| Maintenance/Repair | | | | |
| Q58: Road maintenance is adequate within my housing community. | P | P | P | N |
| Q59: Maintenance of common areas is good in my community. | N | O | P | P |
| Q60: Maintenance and repair personnel are courteous. | P | P | P | PP |
| Q61: Response to emergency calls for service is good. | P | P | P | P |
| Q62: Response to routine calls for service is good. | O | P | N | N |
| Q63: The 24-hour emergency call-in line produces quick responses. | O | P | O | PP |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | O | P | O | P |
| Q65: Appliance replacement is prompt, even on weekends. | N | O | N | P |

FORT SHAFTER AREA (CONT)

| Maintenance/Repair (Cont) | Ft. | | | Ft. |
|---|----------------|--------------------|---------------------|--------------|
| | TAMC (n=57) | Shafter (n=143) | Aliamanu (n=446) | Kam (n=7) |
| Q66: The quality of repair & maintenance work is generally good. | O | P | P | P |
| Q67: Preventive maintenance on residences is usually performed regularly. | O | N | O | NN |
| Q68: Residents are usually given a time frame or definite time when repairs or maintenance will be performed. | N | N | N | PP |
| Q69: Maintenance of lanais is generally adequate. | N | N | N | P |
| Services | | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | P | P | PP |
| Q71: Bulk trash collection is good and on schedule. | P | P | N | O |
| Q72: Ant and mosquito spraying is done when needed. | O | O | N | N |
| Q73: Fire inspections are performed regularly. | N | N | NN | P |
| Q74: The pesticides currently being used to spray for insects works well. | N | N | N | N |
| Security/Safety | | | | |
| Q75: Walking patrols are adequate during deployments. | N | O | N | P |
| Q76: Quarters security is generally good. | N | O | N | N |
| Q77: Speed limits are enforced within our housing area. | O | O | P | N |
| Communications | | | | |
| Q78: Orientation & information packets for newcomers are adequate. | P | P | P | P |
| Q79: Community meetings are held regularly. | N | N | P | P |
| Q80: OCPHO reps are usually available at community meetings. | O | O | P | P |
| Q81: Phone calls to the trouble desk usually get through promptly. | N | O | O | P |
| Q82: The Housing Hotline is working well and helping residents with problems. | N | P | O | P |
| Q96: We have been receiving the "Aloha Ohana" regularly since it was first published. | P | P | P | P |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | P | P | P | P |

FORT SHAFTER AREA (CONT)

| Self-Help | Ft. | | | |
|--|----------------|--------------------|---------------------|--------------|
| | TAMC (n=57) | Shafter (n=143) | Aliamanu (n=446) | Kam (n=7) |
| Q83: The location of self-help stores is good. | P | P | O | P |
| Q84: The hours the self-help stores are open are adequate. | P | P | P | P |
| Q85: Self-help stores are well stocked with the right items. | P | P | P | O |
| Q86: I am satisfied with the service at the self-help stores. | P | P | P | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | P | P |
| Q88: The self-help program works well. | P | P | P | P |
| Q89: Use of the self-help program is actively encouraged. | P | P | P | P |
| TLA Program | | | | |
| Q90: The TLA program has few, if any, problems. | O | O | O | P |
| Q91: TLA is extended when needed. | O | P | P | N |
| Q92: The TLA program relieves service family money problems. | O | O | P | P |
| Q93: The TLA program maintains a good hotel list. | P | P | P | P |
| General Satisfaction | | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | N | O | O | P |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | O | P | P | P |
| Q98: Overall, I am generally satisfied with our present housing unit. | O | P | P | PP |
| Q99: Overall, my spouse is generally satisfied with our housing unit. | O | P | P | PP |
| Q100: My present living conditions are having a positive effect on my job performance. | O | O | P | P |
| Q101: My present living conditions are having a positive effect on my military career intentions. | O | O | P | P |

FORT SHAFTER AREA

QUESTIONNAIRE ITEMS - PART 2

| | TAMC | Ft. Shafter | Ft. Aliamanu | Ft. Kam |
|--|--------|-------------|--------------|---------|
| | (n=47) | (n=143) | (n=446) | (n=7) |

Policies/Procedures

| | | | | |
|---|----|----|----|----|
| Q102: A neighborhood coordinator is needed in my housing area. | P | O | P | O |
| Q103: Names and number of coordinators should be readily available. | P | P | P | PP |
| Q104: E1 to E3 families should be allowed in military family housing. | P | P | P | P |
| Q105: Live-in domestic help should be allowed in military family housing. | P | P | P | NN |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | PP | PP | P | PP |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | O | O | O | P |
| Q108: Residents should be allowed to cover/ screen lanais where slabs exist. | PP | PP | P | PP |
| Q109: Residents should be allowed to cover/ enclose outside storage areas. | P | P | P | PP |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | PP | P | PP | P |
| Q111: Speed bumps/rumble strips are needed in my housing area. | O | P | O | P |
| Q112: Residents should be allowed to fence their yards. | PP | PP | P | O |
| Q113: Government temporary housing should be provided on base instead of TLA. | O | O | N | N |
| Q114: Greater financial allowances are needed for those living in civilian housing. | P | P | P | C |
| Q115: Pets should be considered when housing is assigned. | P | P | P | N |
| Q116: Residents need to be informed of policy changes more regularly. | P | P | PP | P |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | P | P | P | P |
| Q118: One person in each housing office should assist newcomers. | P | P | P | P |
| Q119: The commands should encourage and support the sponsor program more. | PP | PP | PP | P |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | PP | PP | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | PP | PP |

FORT SHAFTER AREA (CONT')

| Maintenance/Repair | TAMC (n=47) | Ft. Shafter (n=143) | Aliamanu (n=446) | Ft. Kam (n=7) |
|--|----------------|---------------------------|---------------------|---------------------|
| Q122: Greater quality control of contractor work is needed. | PP | PP | PP | PP |
| Q123: Schedules for contractor services should be published. | P | PP | PP | PP |
| Q124: Follow-up maintenance inspections of quarters should be done. | PP | P | P | PP |
| Q125: Move-out and move-in inspections should be combined when possible. | P | P | P | PP |
| Q126: Additional carports are needed in my housing area. | P | PP | P | P |
| Q127: Safety should be considered more when acquiring playground equipment. | PP | PP | PP | PP |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | PP | PP | PP | PP |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | PP | PP | PP | P |
| Q130: Residents should be allowed to do more maintenance and repair. | O | O | P | P |
| Q131: Empty quarters should be sprayed more than once. | PP | PP | PP | O |
| Q132: Lawn care should be provided for families of deployed personnel. | P | P | P | N |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | O | O | P | P |
| Q134: Geckos should not be killed. | P | P | P | P |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | P | P | P | P |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | P | P | PP | PP |
| Security/Safety | | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | PP | PP | P |
| Q138: Glass door and window locks should be provided. | PP | PP | PP | P |
| Q139: Trees and bushes around housing units should be thinned to aid security. | P | P | P | O |
| Q140: Protective fencing should be installed. | P | P | P | N |
| Q141: Neighborhood watches should be instituted. | P | P | P | O |

FORT SHAFTER AREA (CONT)

| Security/Safety (Cont) | Ft. | | | |
|--|----------------|--------------------|---------------------|--------------|
| | TAMC (n=47) | Shafter (n=143) | Aliamanu (n=446) | Kam (n=7) |
| Q142: Residents should check their own smoke alarms not maintenance people. | O | O | P | N |
| Q143: Residents should install their own security devices. | N | O | P | P |
| Q144: Residents should do their own security inspections. | N | O | O | O |
| Self-Help | | | | |
| Q145: Shrubs should be available in self-help. | P | P | P | PP |
| Q146: Check-out procedures should be standardized. | P | P | P | P |
| Q147: More instructional programs are needed. | P | P | P | P |
| Q148: Pesticides should be stocked. | P | P | P | PP |
| Q149: A "how-to-do-it" library should be installed. | P | PP | PP | P |
| Q150: Materials for group outing areas should be stocked. | P | P | P | O |

SCHOFIELD AREA

| QUESTIONNAIRE ITEMS - PART 1 | Kilauea | Schofield | |
|---|-------------|-----------------------------|-------|
| | MC (n=2) | Barracks Heleman (n=516) | (n=6) |
| Policies/Procedures | | | |
| Q6: Area housing office personnel are concerned about service families. | N | O | O |
| Q7: Area housing office personnel are responsive to the needs of families. | N | O | O |
| Q8: Area housing office personnel are usually informative. | O | P | P |
| Q9: My military family housing was assigned fairly. | P | P | P |
| Q10: Military family housing is assigned in a consistent manner. | P | O | O |
| Q11: Area housing office services are available to all. | P | P | O |
| Q12: Area housing office personnel review and explain housing rules & regs. | P | P | O |
| Q13: Area housing office personnel provide assistance to spouses. | O | O | N |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | P | O | P |
| Q15: The appearance of area housing offices is satisfactory. | P | P | P |
| Q16: Area housing offices seem to be operated efficiently. | P | O | O |
| Q17: Military family housing rules and regulations are properly enforced. | NN | N | N |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | PP | O | P |
| Q19: Military family housing rules are enforced the same in all areas. | N | N | NN |
| Q20: Copies of rules & regs are available at the area housing office. | P | P | P |
| Q21: Copies of rules & regs are provided in the welcome packets. | N | P | P |
| Q22: I like the idea of mixing of Services in the housing areas. | O | P | P |
| Q23: The present quarters cleaning policy allows for quick move-out. | N | O | O |
| Q24: Military family housing assignment policy is flexible enough to accommodate special cases. | O | P | PP |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | O | P | P |
| Q26: I like the policy that allows plants to remain when occupants move out. | P | PP | P |

SCHOFIELD AREA (CONT)

| Operations | Kilauea MC (n=2) | Schofield Barracks (n=516) | Helemanu (n=6) |
|--|------------------------|----------------------------------|-------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | P | P |
| Q28: Inspections of my quarters were completed before we moved in. | N | O | P |
| Q29: The waiting time for approval of yard fencing is not a problem. | P | P | O |
| Q30: Contractor deficiencies and engineering problems are usually corrected promptly. | NN | O | P |
| Housing Referral | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | P | P | PP |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | O | O | N |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | O | P | PP |
| Facilities | | | |
| Q34: The quality of family housing in my community is continually improving. | P | N | NN |
| Q35: Parks and playgrounds are adequate in my housing area. | NN | N | N |
| Q36: My military family housing unit is large enough to meet our needs. | N | P | P |
| Q37: The bedrooms in military family housing unit are large enough. | N | P | P |
| Q38: There are enough bathrooms in my military family housing unit. | PP | P | NN |
| Q39: Parking spaces in my housing area are adequate. | P | O | O |
| Q40: Noise between housing units in my area is not a problem. | NN | N | O |
| Q41: My military family housing unit is located conveniently close to work. | O | P | N |
| Q42: The operation of the plumbing is good in my housing unit. | N | P | O |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | PP | P | P |
| Q44: My military family housing unit is well constructed. | PP | P | O |
| Q45: The floor plan of my housing unit is good. | N | P | O |

SCHOFIELD AREA (CONT)

| Facilities (Cont) | Kilauea Schofield | | |
|---|-------------------|---------------------|-------------------|
| | MC (n=2) | Barracks (n=516) | Helemano (n=6) |
| Q46: My hot water tank is large enough to meet family needs. | O | P | N |
| Q47: My housing unit was clean when we moved in. | N | N | O |
| Q48: Sidewalks are adequate within my housing community. | PP | P | P |
| Q49: Community facilities are adequate to meet the needs of my community. | P | P | N |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | N | P | N |
| Q51: New playgrounds and improvements are not needed in my housing area. | NN | NN | N |
| Q52: Existing playgrounds are well maintained in my housing area. | NN | N | N |
| Q53: Kitchen cabinets are adequate in my housing unit. | N | O | P |
| Q54: Door and window screen material currently being used is adequate. | N | O | NN |
| Q55: Playground inspections are conducted often enough. | NN | NN | O |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | PP | P | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | N | N | N |
| Maintenance/Repair | | | |
| Q58: Road maintenance is adequate within my housing community. | PP | P | P |
| Q59: Maintenance of common areas is good in my community. | N | O | NN |
| Q60: Maintenance and repair personnel are courteous. | PP | P | P |
| Q61: Response to emergency calls for service is good. | O | P | P |
| Q62: Response to routine calls for service is good. | O | P | P |
| Q63: The 24-hour emergency call-in line produces quick responses. | N | O | P |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | P | P | P |
| Q65: Appliance replacement is prompt, even on weekends. | PP | O | P |

SCHOFIELD AREA (CONT)

| Maintenance/Repair (Cont) | Kiluaea Schofield | | |
|--|-------------------|---------------------|-------------------|
| | MC (n=2) | Barracks (n=516) | Helemano (n=6) |
| Q66: The quality of repair & maintenance work is generally good. | N | P | P |
| Q67: Preventive maintenance on residences is usually performed regularly. | NN | O | N |
| Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed. | N | N | O |
| Q69: Maintenance of lanais is generally adequate. | | | |
| Services | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | N | P | P |
| Q71: Bulk trash collection is good and on schedule. | P | O | N |
| Q72: Ant and mosquito spraying is done when needed. | NN | N | N |
| Q73: Fire inspections are performed regularly. | NN | N | NN |
| Q74: The pesticides currently being used to spray for insects works well. | NN | N | N |
| Security/Safety | | | |
| Q75: Walking patrols are adequate during deployments. | NN | P | N |
| Q76: Quarters security is generally good. | NN | O | N |
| Q77: Speed limits are enforced within our housing area. | N | N | N |
| Communications | | | |
| Q78: Orientation & information packets for newcomers are adequate. | PP | P | P |
| Q79: Community meetings are held regularly. | P | O | O |
| Q80: OCFHO reps are usually available at community meetings. | P | O | N |
| Q81: Phone calls to the trouble desk usually get through promptly. | N | N | N |
| Q82: The Housing Hotline is working well and helping residents with problems. | O | O | C |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | PP | P | PP |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | PP | P | P |

SCHOFIELD AREA (CONT)

| Self-Help | Kilauea Schofield | | |
|--|-------------------|---------------------|-------------------|
| | MC (N=2) | Barracks (N=516) | Helemanu (N=6) |
| Q83: The location of self-help stores is good. | P | P | N |
| Q84: The hours the self-help stores are open are adequate. | P | P | O |
| Q85: Self-help stores are well stocked with the right items. | N | O | N |
| Q86: I am satisfied with the service at the self-help stores. | N | P | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | P |
| Q88: The self-help program works well. | P | P | P |
| Q89: Use of the self-help program is actively encouraged. | O | P | O |
| TLA Program | | | |
| Q90: The TLA program has few, if any, problems. | O | O | P |
| Q91: TLA is extended when needed. | N | P | P |
| Q92: The TLA program relieves service family money problems. | N | P | P |
| Q93: The TLA program maintains a good hotel list. | N | P | PP |
| General Satisfaction | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | N | O | P |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | NN | O | P |
| Q98: Overall, I am generally satisfied with our present housing unit. | P | P | O |
| Q99: Overall, my spouse is generally satisfied with our housing unit. | O | O | P |
| Q100: My present living conditions are having a positive effect on my job performance. | O | O | O |
| Q101: My present living conditions are having a positive effect on my military career intentions. | P | O | N |

SCHOFIELD APEA

| QUESTIONNAIRE ITEMS - PART 2 | Kilauea Schofield | | |
|---|-------------------|---------------------|---------------------|
| | MC (n=2) | Barracks (n=516) | Helemanano (n=6) |
| Policies/Procedures | | | |
| Q102: A neighborhood coordinator is needed in my housing area. | P | P | P |
| Q103: Names and number of coordinators should be readily available. | PP | P | PP |
| Q104: E1 to E3 families should be allowed in military family housing. | PP | P | PP |
| Q105: Live-in domestic help should be allowed in military family housing. | N | O | O |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | PP | P | P |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | - | P | O |
| Q108: Residents should be allowed to cover/screen lanais where s'abs exist. | PP | PP | P |
| Q109: Residents should be allowed to cover/enclose outside storage areas. | PP | P | O |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | P | P | P |
| Q111: Speed bumps/rumble strips are needed in my housing area. | N | P | N |
| Q112: Residents should be allowed to fence their yards. | P | PP | P |
| Q113: Government temporary housing should be provided on base instead of TLA. | PP | O | P |
| Q114: Greater financial allowances are needed for those living in civilian housing. | N | P | N |
| Q115: Pets should be considered when housing is assigned. | O | P | O |
| Q116: Residents need to be informed of policy changes more regularly. | PP | PP | PP |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | N | P | P |
| Q118: One person in each housing office should assist newcomers. | N | P | P |
| Q119: The commands should encourage and support the sponsor program more. | PP | PP | PP |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | PP | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | P |

AD-A162 540

ATTITUDE SURVEY OF MILITARY FAMILY HOUSING OCCUPANTS
HAWAII 1985(U) NAVY PERSONNEL RESEARCH AND DEVELOPMENT
CENTER SAN DIEGO CA J K LAWSON ET AL. NOV 85

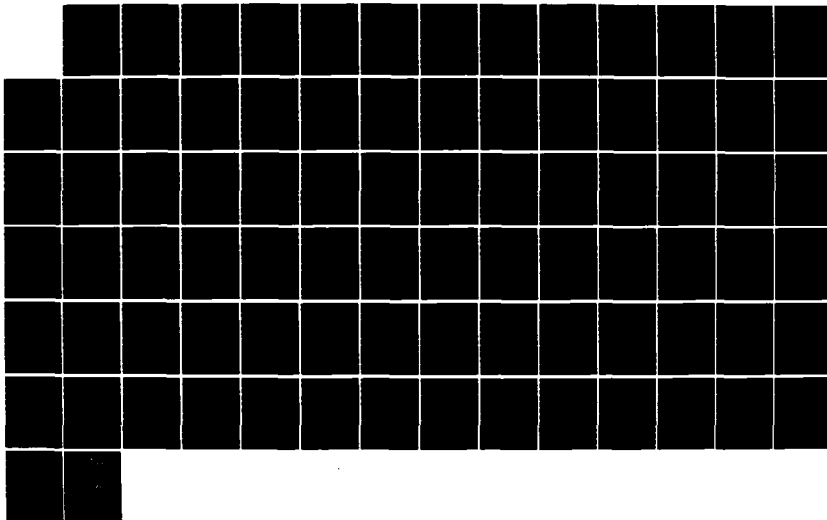
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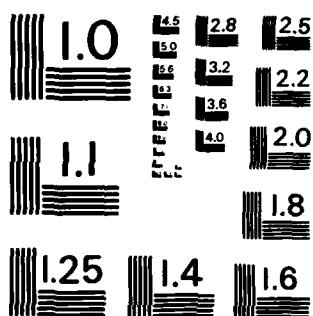
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MICROCOPY RESOLUTION TEST CHART
NATIONAL BUREAU OF STANDARDS-1963-A

SCHOFIELD AREA (CONT)

| Maintenance/Repair | Kilauea MC (n=2) | Schofield Barracks (n=516) | Helemano (n=6) |
|--|------------------------|----------------------------------|-------------------|
| Q122: Greater quality control of contractor work is needed. | PP | P | P |
| Q123: Schedules for contractor services should be published. | PP | P | P |
| Q124: Follow-up maintenance inspections of quarters should be done. | PP | P | P |
| Q125: Move-out and move-in inspections should be combined when possible. | N | P | P |
| Q126: Additional carports are needed in my housing area. | P | P | PP |
| Q127: Safety should be considered more when acquiring playground equipment. | PP | PP | P |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | PP | PP | P |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | P | P | P |
| Q130: Residents should be allowed to do more maintenance and repair. | O | O | O |
| Q131: Empty quarters should be sprayed more than once. | PP | P | PP |
| Q132: Lawn care should be provided for families of deployed personnel. | PP | O | P |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | N | O | PP |
| Q134: Geckos should not be killed. | PP | P | P |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | O | P | P |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | PP | PP | PP |
| Security/Safety | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | PP | PP |
| Q138: Glass door and window locks should be provided. | PP | PP | P |
| Q139: Trees & bushes around housing units should be thinned to aid security. | O | P | P |
| Q140: Protective fencing should be installed. | O | P | P |
| Q141: Neighborhood watches should be instituted. | P | P | PP |

SCHOFIELD AREA (CONT)

| Security/Safety (Cont) | Kilauea MC (n=2) | Schofield Barracks (n=516) | Helemano (n=6) |
|--|------------------------|----------------------------------|-------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | P | O | N |
| Q143: Residents should install their own security devices. | N | P | P |
| Q144: Residents should do their own security inspections. | N | O | N |
| Self-Help | | | |
| Q145: Shrubs should be available in in self-help. | PP | P | O |
| Q146: Check-out procedures should be standardized. | P | P | O |
| Q147: More instructional programs are needed. | P | P | P |
| Q148: Pesticides should be stocked. | PP | PP | PP |
| Q149: A "how-to-do-it" library should be installed. | PP | PP | P |
| Q150: Materials for group outing areas should be stocked. | PP | P | O |

BARBERS POINT AREA

| QUESTIONNAIRE ITEMS - PART 1 | Barbers Point (n=169) | Puuloa (n=74) | Iroquois Point (n=234) |
|---|-----------------------------|------------------|------------------------------|
| Policies/Procedures | | | |
| Q6: Area housing office personnel are concerned about service families. | O | O | O |
| Q7: Area housing office personnel are responsive to the needs of families. | O | O | O |
| Q8: Area housing office personnel are usually informative. | P | P | P |
| Q9: My military family housing was assigned fairly. | P | P | P |
| Q10: Military family housing is assigned in a consistent manner. | O | O | N |
| Q11: Area housing office services are available to all. | P | P | P |
| Q12: Area housing office personnel review and explain housing rules & regs. | O | P | O |
| Q13: Area housing office personnel provide assistance to spouses. | O | O | O |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | O | P | O |
| Q15: The appearance of area housing offices is satisfactory. | P | P | P |
| Q16: Area housing offices seem to be operated efficiently. | O | O | O |
| Q17: Military family housing rules and regulations are properly enforced. | N | N | N |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | P | P | P |
| Q19: Military family housing rules are enforced the same in all areas. | N | N | N |
| Q20: Copies of rules & regs are available at the area housing office. | P | P | P |
| Q21: Copies of rules & regs are provided in the welcome packets. | P | P | P |
| Q22: I like the idea of mixing of Services in the housing areas. | P | P | P |
| Q23: The present quarters cleaning policy allows for quick move-out. | O | O | O |
| Q24: Military family housing assignment policy is flexible enough to accommodate special cases. | O | P | O |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | P | P | O |
| Q26: I like the policy that allows plants to remain when occupants move out. | PP | PP | PP |

BARBERS POINT AREA (CONT)

| Operations | Barbers Point (n=169) | Puuloa (n=74) | Iroquois Point (n=234) |
|--|-----------------------------|------------------|------------------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | P | P |
| Q28: Inspections of my quarters were completed before we moved in. | O | N | O |
| Q29: The waiting time for approval of yard fencing is not a problem. | O | O | P |
| Q30: Contractor deficiencies and engineering problems are usually corrected promptly. | N | N | N |
| Housing Referral | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | P | P | O |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | O | N | N |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | O | O | O |
| Facilities | | | |
| Q34: The quality of family housing in my community is continually improving. | O | P | P |
| Q35: Parks and playgrounds are adequate in my housing area. | O | N | N |
| Q36: My military family housing unit is large enough to meet our needs. | P | PP | P |
| Q37: The bedrooms in military family housing unit are large enough. | O | P | O |
| Q38: There are enough bathrooms in my military family housing unit. | P | PP | P |
| Q39: Parking spaces in my housing area are adequate. | O | O | P |
| Q40: Noise between housing units in my area is not a problem. | O | O | O |
| Q41: My military family housing unit is located conveniently close to work. | P | O | O |
| Q42: The operation of the plumbing is good in my housing unit. | O | O | O |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | P | P | P |
| Q44: My military family housing unit is well constructed. | O | O | N |
| Q45: The floor plan of my housing unit is good. | P | P | P |

BARBERS POINT AREA (CONT)

| Facilities (Cont) | Barbers Point (n=169) | Puuloa (n=74) | Iroquois Point (n=234) |
|---|-----------------------------|------------------|------------------------------|
| Q46: My hot water tank is large enough to meet family needs. | P | P | P |
| Q47: My housing unit was clean when we moved in. | O | O | O |
| Q48: Sidewalks are adequate within my housing community. | O | N | P |
| Q49: Community facilities are adequate to meet the needs of my community. | P | O | O |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | O | O | O |
| Q51: New playgrounds and improvements are not needed in my housing area. | N | O | N |
| Q52: Existing playgrounds are well maintained in my housing area. | N | O | N |
| Q53: Kitchen cabinets are adequate in my housing unit. | P | O | P |
| Q54: Door and window screen material currently being used is adequate. | N | P | O |
| Q55: Playground inspections are conducted often enough. | N | NN | NN |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | P | O | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | O | N | N |
| Maintenance/Repair | | | |
| Q58: Road maintenance is adequate within my housing community. | P | P | O |
| Q59: Maintenance of common areas is good in my community. | P | O | N |
| Q60: Maintenance and repair personnel are courteous. | P | P | P |
| Q61: Response to emergency calls for service is good. | O | O | P |
| Q62: Response to routine calls for service is good. | N | N | N |
| Q63: The 24-hour emergency call-in line produces quick responses. | O | N | O |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | O | N | N |
| Q65: Appliance replacement is prompt, even on weekends. | N | N | O |

BARBERS POINT AREA (CONT)

| Maintenance/Repair (Cont) | Barbers Point (n=169) | Puuloa (n=74) | Iroquois Point (n=234) |
|--|-----------------------------|------------------|------------------------------|
| Q66: The quality of repair & maintenance work is generally good. | P | P | P |
| Q67: Preventive maintenance on residences is usually performed regularly. | N | N | N |
| Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed. | N | N | N |
| Q69: Maintenance of lanais is generally adequate. | O | O | N |
| Services | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | O | P |
| Q71: Bulk trash collection is good and on schedule. | P | O | O |
| Q72: Ant and mosquito spraying is done when needed. | N | N | N |
| Q73: Fire inspections are performed regularly. | N | N | NN |
| Q74: The pesticides currently being used to spray for insects works well. | N | N | N |
| Security/Safety | | | |
| Q75: Walking patrols are adequate during deployments. | N | N | N |
| Q76: Quarters security is generally good. | O | O | N |
| Q77: Speed limits are enforced within our housing area. | O | P | O |
| Communications | | | |
| Q78: Orientation & information packets for newcomers are adequate. | P | O | O |
| Q79: Community meetings are held regularly. | P | P | P |
| Q80: OCFHO reps are usually available at community meetings. | P | P | P |
| Q81: Phone calls to the trouble desk usually get through promptly. | O | O | O |
| Q82: The Housing Hotline is working well and helping residents with problems. | O | P | O |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | P | P | P |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | P | P | P |

BARBERS POINT AREA (CONT)

| Self-Help | Barbers Point (n=169) | Puuloa (n=74) | Iroquois Point (n=234) |
|--|-----------------------------|------------------|------------------------------|
| Q83: The location of self-help stores is good. | P | P | O |
| Q84: The hours the self-help stores are open are adequate. | P | P | P |
| Q85: Self-help stores are well stocked with the right items. | O | O | O |
| Q86: I am satisfied with the service at the self-help stores. | P | O | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | P |
| Q88: The self-help program works well. | P | P | P |
| Q89: Use of the self-help program is actively encouraged. | P | P | P |
| TLA Program | | | |
| Q90: The TLA program has few, if any, problems. | O | P | P |
| Q91: TLA is extended when needed. | O | P | P |
| Q92: The TLA program relieves service family money problems. | P | P | P |
| Q93: The TLA program maintains a good hotel list. | P | P | P |
| General Satisfaction | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | O | O | O |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | O | P | P |
| Q98: Overall, I am generally satisfied with our present housing unit. | P | P | P |
| Q99: Overall, my spouse is generally satisfied with our housing unit. | P | P | P |
| Q100: My present living conditions are having a positive effect on my job performance. | P | P | P |
| Q101: My present living conditions are having a positive effect on my military career intentions. | O | P | O |

BARBERS POINT AREA

| QUESTIONNAIRE ITEMS - PART 2 | Barbers Point (n=169) | Puuloa (n=74) | Iroquois Point (n=234) |
|---|-----------------------------|------------------|------------------------------|
| Policies/Procedures | | | |
| Q102: A neighborhood coordinator is needed in my housing area. | P | P | O |
| Q103: Names and number of coordinators should be readily available. | P | P | P |
| Q104: E1 to E3 families should be allowed in military family housing. | PP | P | P |
| Q105: Live-in domestic help should be allowed in military family housing. | P | P | P |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | PP | PP | PP |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | P | P | N |
| Q108: Residents should be allowed to cover/screen lanais where slabs exist. | PP | PP | PP |
| Q109: Residents should be allowed to cover/enclose outside storage areas. | P | P | PP |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | P | PP | PP |
| Q111: Speed bumps/rumble strips are needed in my housing area. | N | O | N |
| Q112: Residents should be allowed to fence their yards. | PP | PP | PP |
| Q113: Government temporary housing should be provided on base instead of TLA. | O | O | N |
| Q114: Greater financial allowances are needed for those living in civilian housing. | P | P | O |
| Q115: Pets should be considered when housing is assigned. | P | P | P |
| Q116: Residents need to be informed of policy changes more regularly. | PP | PP | PP |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | P | P | P |
| Q118: One person in each housing office should assist newcomers. | P | P | P |
| Q119: The commands should encourage and support the sponsor program more. | PP | PP | PP |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | PP | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | PP |

BARBERS POINT AREA (CONT)

| Maintenance/Repair | Barbers Point (n=169) | Puuloa (n=74) | Iroquois Point (n=234) |
|--|-----------------------------|------------------|------------------------------|
| Q122: Greater quality control of contractor work is needed. | P | PP | PP |
| Q123: Schedules for contractor services should be published. | PP | PP | PP |
| Q124: Follow-up maintenance inspections of quarters should be done. | P | PP | P |
| Q125: Move-out and move-in inspections should be combined when possible. | P | P | P |
| Q126: Additional carports are needed in my housing area. | P | O | O |
| Q127: Safety should be considered more when acquiring playground equipment. | PP | PP | P |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | PP | PP | PP |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | PP | PP | PP |
| Q130: Residents should be allowed to do more maintenance and repair. | P | P | P |
| Q131: Empty quarters should be sprayed more than once. | PP | PP | PP |
| Q132: Lawn care should be provided for families of deployed personnel. | P | N | O |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | O | O | O |
| Q134: Geckos should not be killed. | P | P | P |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | P | P | P |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | PP | PP | PP |
| Security/Safety | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | PP | PP |
| Q138: Glass door and window locks should be provided. | PP | PP | PP |
| Q139: Trees and bushes around housing units should be thinned to aid security. | P | P | P |
| Q140: Protective fencing should be installed. | P | P | P |
| Q141: Neighborhood watches should be instituted. | P | P | P |

BARBERS POINT AREA (CONT)

| Security/Safety (Cont) | Barbers Point (n=169) | Puuloa (n=74) | Iroquois Point (n=234) |
|--|-----------------------------|------------------|------------------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | P | P | P |
| Q143: Residents should install their own security devices. | P | P | P |
| Q144: Residents should do their own security inspections. | O | O | O |
| Self-Help | | | |
| Q145: Shrubs should be available in self-help. | P | P | P |
| Q146: Check-out procedures should be standardized. | P | P | P |
| Q147: More instructional programs are needed. | P | P | P |
| Q148: Pesticides should be stocked. | PP | P | P |
| Q149: A "how-to-do-it" library should be installed. | PP | P | P |
| Q150: Materials for group outing areas should be stocked. | P | P | P |

BARBERS POINT AREA

| QUESTIONNAIRE ITEMS - PART 1 | RFT | | |
|---|--------------------|-------------------|-----------------------|
| | Laulauei (n=11) | Laulauei (n=2) | West Loch (n=2) |
| Policies/Procedures | | | |
| Q6: Area housing office personnel are concerned about service families. | O | P | N |
| Q7: Area housing office personnel are responsive to the needs of families. | O | O | N |
| Q8: Area housing office personnel are usually informative. | P | P | O |
| Q9: My military family housing was assigned fairly. | PP | P | P |
| Q10: Military family housing is assigned in a consistent manner. | P | P | N |
| Q11: Area housing office services are available to all. | P | P | O |
| Q12: Area housing office personnel review and explain housing rules & regs. | O | P | P |
| Q13: Area housing office personnel provide assistance to spouses. | N | N | N |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | O | P | O |
| Q15: The appearance of area housing offices is satisfactory. | P | P | P |
| Q16: Area housing offices seem to be operated efficiently. | P | O | P |
| Q17: Military family housing rules and regulations are properly enforced. | N | P | NN |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | O | PP | P |
| Q19: Military family housing rules are enforced the same in all areas. | NN | N | N |
| Q20: Copies of rules & regs are available at the area housing office. | P | - | P |
| Q21: Copies of rules & regs are provided in the welcome packets. | P | P | O |
| Q22: I like the idea of mixing of Services in the housing areas. | P | PP | P |
| Q23: The present quarters cleaning policy allows for quick move-out. | O | - | O |
| Q24: Military family housing assignment policy is flexible enough to accommodate special cases. | P | PP | N |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | O | N | O |
| Q26: I like the policy that allows plants to remain when occupants move out. | P | PP | P |

BARBERS POINT AREA (CONT)

| Operations | Laulauei (n=11) | KPT Laulauei (n=2) | West Loch (n=2) |
|--|--------------------|--------------------------|-----------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | PP | PP | N |
| Q28: Inspections of my quarters were completed before we moved in. | O | N | N |
| Q29: The waiting time for approval of yard fencing is not a problem. | N | P | N |
| Q30: Contractor deficiencies and engineer- ing problems are usually corrected promptly. | P | NN | N |
| Housing Referral | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | P | O | P |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | N | - | O |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | N | - | O |
| Facilities | | | |
| Q34: The quality of family housing in my community is continually improving. | O | N | O |
| Q35: Parks and playgrounds are adequate in my housing area. | P | N | N |
| Q36: My military family housing unit is large enough to meet our needs. | P | PP | N |
| Q37: The bedrooms in military family housing unit are large enough. | O | PP | O |
| Q38: There are enough bathrooms in my military family housing unit. | P | O | O |
| Q39: Parking spaces in my housing area are adequate. | P | PP | N |
| Q40: Noise between housing units in my area is not a problem. | P | PP | N |
| Q41: My military family housing unit is located conveniently close to work. | P | P | PP |
| Q42: The operation of the plumbing is good in my housing unit. | O | O | PP |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | P | N | O |
| Q44: My military family housing unit is well constructed. | N | NN | P |
| Q45: The floor plan of my housing unit is good. | P | P | O |

BARBERS POINT AREA (CONT)

| Facilities (Cont) | Laulauei (n=11) | RFT Laulauei (n=2) | West Loch (n=2) |
|---|--------------------|--------------------------|-----------------------|
| Q46: My hot water tank is large enough to meet family needs. | P | P | P |
| Q47: My housing unit was clean when we moved in. | P | O | P |
| Q48: Sidewalks are adequate within my housing community. | O | O | N |
| Q49: Community facilities are adequate to meet the needs of my community. | NN | P | N |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | N | NN | O |
| Q51: New playgrounds and improvements are not needed in my housing area. | N | NN | N |
| Q52: Existing playgrounds are well maintained in my housing area. | N | NN | N |
| Q53: Kitchen cabinets are adequate in my housing unit. | P | P | PP |
| Q54: Door and window screen material currently being used is adequate. | N | PP | N |
| Q55: Playground inspections are conducted often enough. | N | NN | N |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | O | PP | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | N | O | N |
| Maintenance/Repair | | | |
| Q58: Road maintenance is adequate within my housing community. | P | PP | P |
| Q59: Maintenance of common areas is good in my community. | P | N | O |
| Q60: Maintenance and repair personnel are courteous. | P | PP | PP |
| Q61: Response to emergency calls for service is good. | P | O | O |
| Q62: Response to routine calls for service is good. | N | NN | N |
| Q63: The 24-hour emergency call-in line produces quick responses. | P | N | N |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | N | O | N |
| Q65: Appliance replacement is prompt, even on weekends. | N | O | N |

BARBERS POINT AREA (CONT)

| Maintenance/Repair (Cont) | Laulauei (n=11) | RFT Laulauei (n=2) | West Loch (n=2) |
|--|--------------------|--------------------------|-----------------------|
| Q66: The quality of repair & maintenance work is generally good. | P | P | P |
| Q67: Preventive maintenance on residences is usually performed regularly. | O | NN | N |
| Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed. | N | N | NN |
| Q69: Maintenance of lanais is generally adequate. | O | N | N |
| Services | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | PP | P |
| Q71: Bulk trash collection is good and on schedule. | P | PP | N |
| Q72: Ant and mosquito spraying is done when needed. | N | N | N |
| Q73: Fire inspections are performed regularly. | P | O | N |
| Q74: The pesticides currently being used to spray for insects works well. | NN | NN | N |
| Security/Safety | | | |
| Q75: Walking patrols are adequate during deployments. | N | - | N |
| Q76: Quarters security is generally good. | P | PP | P |
| Q77: Speed limits are enforced within our housing area. | O | P | NN |
| Communications | | | |
| Q78: Orientation & information packets for newcomers are adequate. | O | P | P |
| Q79: Community meetings are held regularly. | NN | NN | O |
| Q80: OCFHO reps are usually available at community meetings. | N | - | O |
| Q81: Phone calls to the trouble desk usually get through promptly. | O | O | N |
| Q82: The Housing Hotline is working well and helping residents with problems. | N | - | NN |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | P | PP | O |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | P | O | P |

BARBERS POINT AREA (CONT)

| Self-Help | Laulauei (n=11) | RFT Laulauei (n=2) | West Loch (n=2) |
|--|--------------------|--------------------------|-----------------------|
| Q83: The location of self-help stores is good. | P | O | P |
| Q84: The hours the self-help stores are open are adequate. | O | O | P |
| Q85: Self-help stores are well stocked with the right items. | N | N | O |
| Q86: I am satisfied with the service at the self-help stores. | O | O | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | O | P |
| Q88: The self-help program works well. | P | P | O |
| Q89: Use of the self-help program is actively encouraged. | N | O | P |
| TLA Program | | | |
| Q90: The TLA program has few, if any, problems. | N | P | N |
| Q91: TLA is extended when needed. | O | - | N |
| Q92: The TLA program relieves service family money problems. | N | P | O |
| Q93: The TLA program maintains a good hotel list. | P | PP | N |
| General Satisfaction | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | N | N | N |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | P | PP | N |
| Q98: Overall, I am generally satisfied with our present housing unit. | P | P | P |
| Q99: Overall, my spouse is generally satisfied with out housing unit. | P | P | P |
| Q100: My present living conditions are having a positive effect on my job performance. | P | P | N |
| Q101: My present living conditions are having a positive effect on my military career intentions. | P | O | N |

BARBERS POINT AREA

QUESTIONNAIRE ITEMS - PART 2

| | Laulauei (n=11) | RFT Laulauei (n=2) | West Loch (n=2) |
|---|--------------------|--------------------------|-----------------------|
| Policies/Procedures | | | |
| Q102: A neighborhood coordinator is needed in my housing area. | P | P | P |
| Q103: Names and number of coordinators should be readily available. | PP | P | P |
| Q104: E1 to E3 families should be allowed in military family housing. | P | PP | PP |
| Q105: Live-in domestic help should be allowed in military family housing. | O | P | P |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | P | P | P |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | N | - | O |
| Q108: Residents should be allowed to cover/screen lanais where slabs exist. | PP | P | P |
| Q109: Residents should be allowed to cover/enclose outside storage areas. | P | P | P |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | O | P | P |
| Q111: Speed bumps/rumble strips are needed in my housing area. | N | NN | O |
| Q112: Residents should be allowed to fence their yards. | PP | PP | P |
| Q113: Government temporary housing should be provided on base instead of TLA. | O | N | P |
| Q114: Greater financial allowances are needed for those living in civilian housing. | P | P | P |
| Q115: Pets should be considered when housing is assigned. | P | PP | P |
| Q116: Residents need to be informed of policy changes more regularly. | P | PP | PP |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | P | PP | PP |
| Q118: One person in each housing office should assist newcomers. | P | P | PP |
| Q119: The commands should encourage and support the sponsor program more. | PP | PP | PP |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | PP | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | PP |

BARBERS POINT AREA (CONT)

| Maintenance/Repair | Laulauei (n=11) | RFT Laulauei (n=2) | West Loch (n=2) |
|--|--------------------|--------------------------|-----------------------|
| Q122: Greater quality control of contractor work is needed. | P | PP | PP |
| Q123: Schedules for contractor services should be published. | P | P | PP |
| Q124: Follow-up maintenance inspections of quarters should be done. | PP | PP | P |
| Q125: Move-out and move-in inspections should be combined when possible. | P | PP | P |
| Q126: Additional carports are needed in my housing area. | P | P | P |
| Q127: Safety should be considered more when acquiring playground equipment. | PP | P | PP |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | PP | PP | P |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | PP | PP | PP |
| Q130: Residents should be allowed to do more maintenance and repair. | P | P | P |
| Q131: Empty quarters should be sprayed more than once. | PP | PP | P |
| Q132: Lawn care should be provided for families of deployed personnel. | PP | P | N |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | P | O | P |
| Q134: Geckos should not be killed. | PP | P | N |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | P | O | N |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | PP | O | PP |
| Security/Safety | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | PP | PP |
| Q138: Glass door and window locks should be provided. | PP | PP | P |
| Q139: Trees and bushes around housing units should be thinned to aid security. | P | PP | P |
| Q140: Protective fencing should be installed. | P | P | P |
| Q141: Neighborhood watches should be instituted. | P | P | P |

BARBERS POINT AREA (CONT)

| Security/Safety (Cont) | Laulauei (n=11) | RFT Laulauei (n=2) | West Loch (n=2) |
|--|--------------------|--------------------------|-----------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | P | O | O |
| Q143: Residents should install their own security devices. | O | O | O |
| Q144: Residents should do their own security inspections. | O | O | P |
| Self-Help | | | |
| Q145: Shrubs should be available in self-help. | PP | PP | P |
| Q146: Check-out procedures should be standardized. | P | O | O |
| Q147: More instructional programs are needed. | P | PP | P |
| Q148: Pesticides should be stocked. | PP | PP | PP |
| Q149: A "how-to-do-it" library should be installed. | PP | PP | PP |
| Q150: Materials for group outing areas should be stocked. | P | P | P |

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - PART 1

Hale Moku Hokulani Halawa lapa
(n=110) (n=53) (n=22) (n=47)

Policies/Procedures

| | | | | |
|---|----|----|----|----|
| Q6: Area housing office personnel are concerned about service families. | P | P | P | P |
| Q7: Area housing office personnel are responsive to the needs of families. | O | P | P | O |
| Q8: Area housing office personnel are usually informative. | P | P | P | P |
| Q9: My military family housing was assigned fairly. | P | PP | P | P |
| Q10: Military family housing is assigned in a consistent manner. | P | P | O | O |
| Q11: Area housing office services are available to all. | P | P | P | P |
| Q12: Area housing office personnel review and explain housing rules & regs. | P | P | P | P |
| Q13: Area housing office personnel provide assistance to spouses. | O | P | P | O |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | O | P | P | O |
| Q15: The appearance of area housing offices is satisfactory. | P | P | P | P |
| Q16: Area housing offices seem to be operated efficiently. | O | P | P | O |
| Q17: Military family housing rules and regulations are properly enforced. | N | N | O | P |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | P | P | P | P |
| Q19: Military family housing rules are enforced the same in all areas. | N | O | N | O |
| Q20: Copies of rules & regs are available at the area housing office. | P | P | P | P |
| Q21: Copies of rules & regs are provided in the welcome packets. | P | P | P | P |
| Q22: I like the idea of mixing of Services in the housing areas. | P | P | P | N |
| Q23: The present quarters cleaning policy allows for quick move-out. | O | O | O | O |
| Q24: Military family housing assignment policy is flexible enough to accommodate special cases. | P | P | N | P |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | P | P | P | P |
| Q26: I like the policy that allows plants to remain when occupants move out. | PP | PP | PP | PP |

PEARL HARBOR AREA (CONT')

| Operations | Hale Moku (n=110) | Hokulani (n=53) | Halawa (n=22) | Maka- lapa (n=47) |
|--|-------------------------|--------------------|------------------|-------------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | P | P | P |
| Q28: Inspections of my quarters were completed before we moved in. | O | O | O | P |
| Q29: The waiting time for approval of yard fencing is not a problem. | O | P | P | O |
| Q30: Contractor deficiencies and engineering problems are usually corrected promptly. | N | N | O | N |
| Housing Referral | | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | P | P | P | O |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | N | O | O | O |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | C | F | F | N |
| Facilities | | | | |
| Q34: The quality of family housing in my community is continually improving. | P | P | O | O |
| Q35: Parks and playgrounds are adequate in my housing area. | N | N | P | P |
| Q36: My military family housing unit is large enough to meet our needs. | P | P | F | F |
| Q37: The bedrooms in military family housing unit are large enough. | P | P | PP | P |
| Q38: There are enough bathrooms in my military family housing unit. | P | P | PP | P |
| Q39: Parking spaces in my housing area are adequate. | O | P | P | P |
| Q40: Noise between housing units in my area is not a problem. | O | P | P | P |
| Q41: My military family housing unit is located conveniently close to work. | PP | PP | PP | PP |
| Q42: The operation of the plumbing is good in my housing unit. | P | F | F | O |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | P | P | P | O |
| Q44: My military family housing unit is well constructed. | O | P | PP | F |
| Q45: The floor plan of my housing unit is good. | P | P | P | P |

PEARL HARBOR AREA (CONT)

| Facilities (Cont) | Hale Moku (n=110) | Hokulani (n=53) | Halawa (n=22) | Maka- lapa (n=47) |
|---|-------------------------|--------------------|------------------|-------------------------|
| Q46: My hot water tank is large enough to meet family needs. | P | P | PP | P |
| Q47: My housing unit was clean when we moved in. | P | P | O | P |
| Q48: Sidewalks are adequate within my housing community. | P | P | P | O |
| Q49: Community facilities are adequate to meet the needs of my community. | P | P | P | P |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | O | N | O | N |
| Q51: New playgrounds and improvements are not needed in my housing area. | N | N | N | P |
| Q52: Existing playgrounds are well maintained in my housing area. | N | N | O | P |
| Q53: Kitchen cabinets are adequate in my housing unit. | P | N | P | P |
| Q54: Door and window screen material currently being used is adequate. | P | N | O | P |
| Q55: Playground inspections are conducted often enough. | N | N | N | O |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | N | N | PP | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | N | NN | O | P |
| Maintenance/Repair | | | | |
| Q58: Road maintenance is adequate within my housing community. | P | P | PP | P |
| Q59: Maintenance of common areas is good in my community. | P | O | P | P |
| Q60: Maintenance and repair personnel are courteous. | P | P | P | P |
| Q61: Response to emergency calls for service is good. | O | P | P | P |
| Q62: Response to routine calls for service is good. | N | N | N | N |
| Q63: The 24-hour emergency call-in line produces quick responses. | O | O | P | O |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | N | O | N | N |
| Q65: Appliance replacement is prompt, even on weekends. | N | O | N | O |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair (Cont) | Hale Moku (n=110) | Hokulani (n=53) | Halawa (n=22) | Maka- lapa (n=47) |
|---|-------------------------|--------------------|------------------|-------------------------|
| Q66: The quality of repair & maintenance work is generally good. | P | P | P | O |
| Q67: Preventive maintenance on residences is usually performed regularly. | N | N | N | N |
| Q68: Residents are usually given time frames or definite times when repairs or maintenance will be performed. | N | N | N | N |
| Q69: Maintenance of lanais is generally adequate. | O | P | O | N |
| Services | | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | P | P | PP |
| Q71: Bulk trash collection is good and on schedule. | O | O | P | P |
| Q72: Ant and mosquito spraying is done when needed. | NN | N | NN | O |
| Q73: Fire inspections are performed regularly. | NN | N | NN | N |
| Q74: The pesticides currently being used to spray for insects works well. | N | N | N | N |
| Security/Safety | | | | |
| Q75: Walking patrols are adequate during deployments. | N | N | NN | N |
| Q76: Quarters security is generally good. | O | O | O | P |
| Q77: Speed limits are enforced within our housing area. | N | O | N | P |
| Communications | | | | |
| Q78: Orientation & information packets for newcomers are adequate. | P | P | P | P |
| Q79: Community meetings are held regularly. | N | N | N | NN |
| Q80: OCFHO reps are usually available at community meetings. | N | N | NN | N |
| Q81: Phone calls to the trouble desk usually get through promptly. | N | O | N | O |
| Q82: The Housing Hotline is working well and helping residents with problems. | O | P | P | O |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | P | P | P | P |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | P | P | P | P |

PEARL HARBOR AREA (CONT)

| Self-Help | Hale Moku (n=110) | Hokulani (n=53) | Halawa (n=22) | Maka- lapa (n=47) |
|--|-------------------------|--------------------|------------------|-------------------------|
| Q83: The location of self-help stores is good. | P | P | P | P |
| Q84: The hours the self-help stores are open are adequate. | P | P | P | P |
| Q85: Self-help stores are well stocked with the right items. | O | P | P | O |
| Q86: I am satisfied with the service at the self-help stores. | P | P | P | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | P | P |
| Q88: The self-help program works well. | P | P | P | P |
| Q89: Use of the self-help program is actively encouraged. | P | P | P | O |
| TLA Program | | | | |
| Q90: The TLA program has few, if any, problems. | O | P | P | P |
| Q91: TLA is extended when needed. | P | P | N | P |
| Q92: The TLA program relieves service family money problems. | P | P | P | P |
| Q93: The TLA program maintains a good hotel list. | P | P | P | P |
| General Satisfaction | | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | P | O | O | O |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | P | P | PP | PP |
| Q98: Overall, I am generally satisfied with our present housing unit. | P | P | PP | P |
| Q99: Overall, my spouse is generally satisfied with our housing unit. | P | P | PP | P |
| Q100: My present living conditions are having a positive effect on my job performance. | P | P | P | P |
| Q101: My present living conditions are having a positive effect on my military career intentions. | P | P | P | P |

PEARL HARBOR AREA

| QUESTIONNAIRE ITEMS - PART 2 | Hale moku (n=110) | Hokulani (n=53) | Halawa (n=22) | Maka- lapa (n=47) |
|---|-------------------------|--------------------|------------------|-------------------------|
| Policies/Procedures | | | | |
| Q102: A neighborhood coordinator is needed in my housing area. | P | P | P | N |
| Q103: Names and number of coordinators should be readily available. | P | P | P | P |
| Q104: E1 to E3 families should be allowed in military family housing. | PP | PP | P | P |
| Q105: Live-in domestic help should be allowed in military family housing. | P | O | P | O |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | P | PP | PP | PP |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | N | O | O | N |
| Q108: Residents should be allowed to cover/screen lanais where slabs exist. | PP | PP | PP | P |
| Q109: Residents should be allowed to cover/enclose outside storage areas. | P | P | P | P |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | P | P | F | PP |
| Q111: Speed bumps/rumble strips are needed in my housing area. | P | O | N | N |
| Q112: Residents should be allowed to fence their yards. | PP | FP | PP | P |
| Q113: Government temporary housing should be provided on base instead of TLA. | O | N | N | NN |
| Q114: Greater financial allowances are needed for those living in civilian housing. | P | N | P | C |
| Q115: Pets should be considered when housing is assigned. | P | P | P | N |
| Q116: Residents need to be informed of policy changes more regularly. | PP | PP | P | P |
| Q117: Family housing briefings should be mandatory for s.m. and spouse. | P | P | P | N |
| Q118: One person in each housing office should assist newcomers. | P | P | P | P |
| Q119: The commands should encourage and support the sponsor program more. | PP | PP | PP | P |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | PP | PP | P |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | PP | PP |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair | Hale Moku (n=110) | Hokulani (n=53) | Halawa (n=22) | Maka- lapa (n=47) |
|---|-------------------------|--------------------|------------------|-------------------------|
| Q122: Greater quality control of contractor work is needed. | PP | PP | PP | P |
| Q123: Schedules for contractor services should be published. | PP | P | PP | P |
| Q124: Follow-up maintenance inspections of quarters should be done. | PP | PP | P | P |
| Q125: Move-out and move-in inspections should be combined when possible. | P | P | P | P |
| Q126: Additional carports are needed in my housing area. | PP | O | N | P |
| Q127: Safety should be considered more when acquiring playground equipment. | PP | PP | P | P |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | PP | PP | PP | PP |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | PP | P | PP | P |
| Q130: Residents should be allowed to do more maintenance and repair. | P | P | O | O |
| Q131: Empty quarters should be sprayed more than once. | PP | PP | P | PP |
| Q132: Lawn care should be provided for families of deployed personnel. | P | N | P | P |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | P | P | O | P |
| Q134: Geckos should not be killed. | P | PP | P | P |
| Q135: Residents should be remove stagnant water & wood scraps from their yards. | P | P | P | P |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | P | PP | P | PP |
| Security/Safety | | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | PP | PP | PP |
| Q138: Glass door and window locks should be provided. | PP | PP | PP | PP |
| Q139: Trees & bushes around housing units should be thinned to aid security. | P | P | P | P |
| Q140: Protective fencing should be installed. | P | P | P | P |
| Q141: Neighborhood watches should be instituted. | P | P | P | P |

PEARL HARBOR AREA (CONT)

| Security/Safety (Cont) | Hale Moku (n=110) | Hokulani (n=52) | Halawa (n=22) | Maka- lapa (n=47) |
|--|-------------------------|--------------------|------------------|-------------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | P | O | P | O |
| Q143: Residents should install their own security devices. | P | P | O | O |
| Q144: Residents should do their own security inspections. | O | O | O | O |
| Self-Help | | | | |
| Q145: Shrubs should be available in self-help. | PP | P | P | P |
| Q146: Check-out procedures should be standardized. | P | P | P | P |
| Q147: More instructional programs are needed. | P | P | P | O |
| Q148: Pesticides should be stocked. | PP | PP | P | P |
| Q149: A "how-to-do-it" library should be installed. | PP | P | P | P |
| Q150: Materials for group outing areas should be stocked. | P | P | P | O |

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - PART 1

| | | | |
|-----------------------------|------------------------|-----------------------|------------------------|
| Little Makalapa (n=6) | Maloe- lap (n=9) | Red Hill (n=11) | Camp Smith (n=2) |
|-----------------------------|------------------------|-----------------------|------------------------|

Policies/Procedures

| | | | | |
|---|----|----|---|----|
| Q6: Area housing office personnel are concerned about service families. | O | O | O | P |
| Q7: Area housing office personnel are responsive to the needs of families. | O | P | O | NN |
| Q8: Area housing office personnel are usually informative. | P | P | O | O |
| Q9: My military family housing was assigned fairly. | P | P | P | P |
| Q10: Military family housing is assigned in a consistent manner. | N | O | P | N |
| Q11: Area housing office services are available to all. | P | P | P | P |
| Q12: Area housing office personnel review and explain housing rules & regs. | P | P | O | O |
| Q13: Area housing office personnel provide assistance to spouses. | P | P | O | N |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | P | P | O | N |
| Q15: The appearance of area housing offices is satisfactory. | P | P | O | O |
| Q16: Area housing offices seem to be operated efficiently. | P | P | N | O |
| Q17: Military family housing rules and regulations are properly enforced. | P | O | O | O |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | P | P | O | PP |
| Q19: Military family housing rules are enforced the same in all areas. | P | O | N | N |
| Q20: Copies of rules & regs are available at the area housing office. | P | P | P | P |
| Q21: Copies of rules & regs are provided in the welcome packets. | P | PP | P | O |
| Q22: I like the idea of mixing of Services in the housing areas. | P | O | P | PP |
| Q23: The present quarters cleaning policy allows for quick move-out. | P | NN | P | N |
| Q24: Military family housing assignment policy is flexible enough to accommodate special cases. | O | O | O | P |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | N | O | P | P |
| Q26: I like the policy that allows plants to remain when occupants move out. | PP | PP | P | PP |

PEARL HARBOR AREA (CONT)

| Operations | Little Makalapa (n=6) | Maloe- lap (n=9) | Red Hill (n=11) | Camp Smith (n=2) |
|--|-----------------------------|------------------------|-----------------------|------------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | P | P | PP |
| Q28: Inspections of my quarters were completed before we moved in. | P | P | P | N |
| Q29: The waiting time for approval of yard fencing is not a problem. | O | P | NN | P |
| Q30: Contractor deficiencies and engineer- ing problems are usually corrected promptly. | NW | N | N | N |
| Housing Referral | | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | O | N | O | O |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | O | P | N | O |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | N | O | O | PP |
| Facilities | | | | |
| Q34: The quality of family housing in my community is continually improving. | N | N | P | P |
| Q35: Parks and playgrounds are adequate in my housing area. | N | P | N | P |
| Q36: My military family housing unit is large enough to meet our needs. | O | N | P | PP |
| Q37: The bedrooms in military family housing unit are large enough. | N | P | O | PP |
| Q38: There are enough bathrooms in my military family housing unit. | N | PP | P | P |
| Q39: Parking spaces in my housing area are adequate. | P | O | N | PP |
| Q40: Noise between housing units in my area is not a problem. | P | P | P | PP |
| Q41: My military family housing unit is located conveniently close to work. | PP | PP | O | PP |
| Q42: The operation of the plumbing is good in my housing unit. | P | N | O | N |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | P | O | P | PP |
| Q44: My military family housing unit is well constructed. | O | P | N | PP |
| Q45: The floor plan of my housing unit is good. | P | P | O | PP |

PEARL HARBOR AREA (CONT)

| Facilities (Cont) | Little Makalapa (n=6) | Maloe- lap (n=9) | Red Hill (n=11) | Camp Smith (n=2) |
|---|-----------------------------|------------------------|-----------------------|------------------------|
| Q46: My hot water tank is large enough to meet family needs. | P | PP | P | O |
| Q47: My housing unit was clean when we moved in. | O | N | P | O |
| Q48: Sidewalks are adequate within my housing community. | N | P | P | N |
| Q49: Community facilities are adequate to meet the needs of my community. | P | P | P | P |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | NN | N | N | PP |
| Q51: New playgrounds and improvements are not needed in my housing area. | NN | P | N | P |
| Q52: Existing playgrounds are well maintained in my housing area. | N | N | N | NN |
| Q53: Kitchen cabinets are adequate in my housing unit. | P | P | O | PP |
| Q54: Door and window screen material currently being used is adequate. | P | P | N | P |
| Q55: Playground inspections are conducted often enough. | N | N | N | O |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | O | P | P | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | " | N | N | N |
| Maintenance/Repair | | | | |
| Q58: Road maintenance is adequate within my housing community. | P | PP | P | P |
| Q59: Maintenance of common areas is good in my community. | P | P | O | O |
| Q60: Maintenance and repair personnel are courteous. | P | PP | P | P |
| Q61: Response to emergency calls for service is good. | N | P | P | O |
| Q62: Response to routine calls for service is good. | NN | N | N | N |
| Q63: The 24-hour emergency call-in line produces quick responses. | N | N | P | P |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | NN | O | P | O |
| Q65: Appliance replacement is prompt, even on weekends. | N | P | N | N |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair (Cont) | Little Makalapa (n=6) | Maloe- lap (n=9) | Red Hill (n=11) | Camp Smith (n=2) |
|--|-----------------------------|------------------------|-----------------------|------------------------|
| Q66: The quality of repair & maintenance work is generally good. | O | P | O | NN |
| Q67: Preventive maintenance on residences is usually performed regularly. | N | N | O | P |
| Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed. | " | N | O | N |
| Q69: Maintenance of lanais is generally adequate. | N | O | P | O |
| Services | | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | P | P | PP |
| Q71: Bulk trash collection is good and on schedule. | P | P | N | PP |
| Q72: Ant and mosquito spraying is done when needed. | N | N | O | N |
| Q73: Fire inspections are performed regularly. | N | P | N | NN |
| Q74: The pesticides currently being used to spray for insects works well. | P | N | O | NN |
| Security/Safety | | | | |
| Q75: Walking patrols are adequate during deployments. | N | N | N | O |
| Q76: Quarters security is generally good. | N | P | N | O |
| Q77: Speed limits are enforced within our housing area. | O | N | P | O |
| Communications | | | | |
| Q78: Orientation & information packets for newcomers are adequate. | P | PP | O | P |
| Q79: Community meetings are held regularly. | N | O | O | P |
| Q80: OCFHO reps are usually available at community meetings. | N | O | P | P |
| Q81: Phone calls to the trouble desk usually get through promptly. | N | O | N | P |
| Q82: The Housing Hotline is working well and helping residents with problems. | N | O | P | O |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | P | P | P | PP |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | P | P | P | PP |

PEARL HARBOR AREA (CONT)

| Self-Help | Little Makalapa (n=6) | Maloe- lap (n=9) | Red Hill (n=11) | Camp Smith (n=2) |
|--|-----------------------------|------------------------|-----------------------|------------------------|
| Q83: The location of self-help stores is good. | P | P | O | P |
| Q84: The hours the self-help stores are open are adequate. | P | O | P | P |
| Q85: Self-help stores are well stocked with the right items. | O | P | P | N |
| Q86: I am satisfied with the service at the self-help stores. | P | P | P | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | O | PP |
| Q88: The self-help program works well. | P | P | P | P |
| Q89: Use of the self-help program is actively encouraged. | P | P | P | PP |
| TLA Program | | | | |
| Q90: The TLA program has few, if any, problems. | O | P | P | N |
| Q91: TLA is extended when needed. | U | U | P | P |
| Q92: The TLA program relieves service family money problems. | P | O | P | PP |
| Q93: The TLA program maintains a good hotel list. | P | P | P | P |
| General Satisfaction | | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | N | N | O | P |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | P | P | PP | PP |
| Q98: Overall, I am generally satisfied with our present housing unit. | P | P | O | PP |
| Q99: Overall, my spouse is generally satisfied with our housing unit. | P | P | P | PP |
| Q100: My present living conditions are having a positive effect on my job performance. | P | P | O | P |
| Q101: My present living conditions are having a positive effect on my military career intentions. | P | O | O | PP |

PEARL HARBOR AREA

| QUESTIONNAIRE ITEMS - PART 2 | Little Makalapa (n=6) | Maloe- lap (n=9) | Red Hill (n=11) | Camp Smith (n=2) |
|---|-----------------------------|------------------------|-----------------------|------------------------|
| Policies/Procedures | | | | |
| Q102: A neighborhood coordinator is needed in my housing area. | P | N | P | PP |
| Q103: Names and number of coordinators should be readily available. | P | P | P | PP |
| Q104: E1 to E3 families should be allowed in military family housing. | PP | PP | PP | PP |
| Q105: Live-in domestic help should be allowed in military family housing. | O | P | P | PP |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | PP | P | PP | PP |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | O | N | P | P |
| Q108: Residents should be allowed to cover/screen lanais where slabs exist. | PP | P | P | PP |
| Q109: Residents should be allowed to cover/enclose outside storage areas. | P | P | P | P |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | PP | P | PP | N |
| Q111: Speed bumps/rumble strips are needed in my housing area. | N | N | N | P |
| Q112: Residents should be allowed to fence their yards. | PP | P | P | PP |
| Q113: Government temporary housing should be provided on base instead of TLA. | NN | N | N | PP |
| Q114: Greater financial allowances are needed for those living in civilian housing. | O | O | P | NN |
| Q115: Pets should be considered when housing is assigned. | P | N | P | PP |
| Q116: Residents need to be informed of policy changes more regularly. | PP | O | P | P |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | P | O | P | PP |
| Q118: One person in each housing office should assist newcomers. | PP | O | P | PP |
| Q119: The commands should encourage and support the sponsor program more. | PP | P | P | PP |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | P | PP | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | P | PP |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair | Little Makalapa (n=6) | Maloe- lap (n=9) | Red Hill (n=11) | Camp Smith (n=2) |
|--|-----------------------------|------------------------|-----------------------|------------------------|
| Q122: Greater quality control of contractor work is needed. | PP | P | PP | PP |
| Q123: Schedules for contractor services should be published. | PP | PP | P | PP |
| Q124: Follow-up maintenance inspections of quarters should be done. | PP | PP | PP | PP |
| Q125: Move-out and move-in inspections should be combined when possible. | P | P | P | PP |
| Q126: Additional carports are needed in my housing area. | P | P | P | O |
| Q127: Safety should be considered more when acquiring playground equipment. | P | P | PP | P |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | PP | P | PP | PP |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | PP | P | P | PP |
| Q130: Residents should be allowed to do more maintenance and repair. | O | P | O | P |
| Q131: Empty quarters should be sprayed more than once. | P | P | PP | P |
| Q132: Lawn care should be provided for families of deployed personnel. | PP | P | O | PP |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | P | P | P | PP |
| Q134: Geckos should not be killed. | P | P | O | PP |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | P | O | O | PP |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | P | PP | PP | PP |
| Security/Safety | | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | PP | PP | PP |
| Q138: Glass door and window locks should be provided. | PP | PP | PP | PP |
| Q139: Trees and bushes around housing units should be thinned to aid security. | O | N | P | P |
| Q140: Protective fencing should be installed. | P | P | P | PP |
| Q141: Neighborhood watches should be instituted. | P | O | P | PP |

PEARL HARBOR AREA (CONT)

| Security/Safety (Cont) | Little Makalapa (n=6) | Maloe- lap (n=9) | Red Hill (n=11) | Camp Smith (n=2) |
|--|-----------------------------|------------------------|-----------------------|------------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | N | O | O | PP |
| Q143: Residents should install their own security devices. | P | N | N | P |
| Q144: Residents should do their own security inspections. | NN | N | P | P |
| Self-Help | | | | |
| Q145: Shrubs should be available in self-help. | P | O | P | P |
| Q146: Check-out procedures should be standardized. | O | O | P | P |
| Q147: More instructional programs are needed. | P | O | P | P |
| Q148: Pesticides should be stocked. | P | P | P | PP |
| Q149: A "how-to-do-it" library should be installed. | PP | P | P | PP |
| Q150: Materials for group outing areas should be stocked. | P | N | P | PP |

PEARL HARBOR AREA

| QUESTIONNAIRE ITEMS - PART 1 | | Hale Alii (n=3) | Hospital Point (n=2) | Ford Island (n=14) | Marine Barracks (n=5) |
|------------------------------|--|-----------------------|----------------------------|--------------------------|-----------------------------|
| Policies/Procedures | | | | | |
| Q6: | Area housing office personnel are concerned about service families. | PP | O | P | P |
| Q7: | Area housing office personnel are responsive to the needs of families. | P | N | O | P |
| Q8: | Area housing office personnel are usually informative. | PP | N | O | P |
| Q9: | My military family housing was assigned fairly. | PP | P | P | P |
| Q10: | Military family housing is assigned in a consistent manner. | P | O | O | P |
| Q11: | Area housing office services are available to all. | P | N | P | P |
| Q12: | Area housing office personnel review and explain housing rules & regs. | P | P | P | P |
| Q13: | Area housing office personnel provide assistance to spouses. | P | O | O | P |
| Q14: | Service by area housing office personnel is adequate, even during peak periods. | O | N | O | P |
| Q15: | The appearance of area housing offices is satisfactory. | P | P | P | P |
| Q16: | Area housing offices seem to be operated efficiently. | P | N | O | O |
| Q17: | Military family housing rules and regulations are properly enforced. | P | O | O | P |
| Q18: | The time it takes to process in and out of the area housing office is not a problem. | P | P | O | P |
| Q19: | Military family housing rules are enforced the same in all areas. | O | N | N | O |
| Q20: | Copies of rules & regs are available at the area housing office. | P | P | O | O |
| Q21: | Copies of rules & regs are provided in the welcome packets. | P | P | P | P |
| Q22: | I like the idea of mixing of Services in the housing areas. | O | O | P | NN |
| Q23: | The present quarters cleaning policy allows for quick move-out. | O | P | N | N |
| Q24: | Military family housing assignment policy is flexible enough to accommodate special cases. | O | P | O | P |
| Q25: | Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | P | - | O | O |
| Q26: | I like the policy that allows plants to remain when occupants move out. | PP | PP | PP | P |

PEARL HARBOR AREA (CONT)

| Operations | Hale Alii (n=3) | Hospital Point (n=2) | Ford Island (n=14) | Marine Barracks (n=5) |
|--|-----------------------|----------------------------|--------------------------|-----------------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | PP | P | P |
| Q28: Inspections of my quarters were completed before we moved in. | P | PP | O | O |
| Q29: The waiting time for approval of yard fencing is not a problem. | P | - | O | O |
| Q30: Contractor deficiencies and engineer- ing problems are usually corrected promptly. | O | N | N | N |
| Housing Referral | | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | P | - | P | O |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | O | - | P | O |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | P | - | O | O |
| Facilities | | | | |
| Q34: The quality of family housing in my community is continually improving. | P | NN | P | P |
| Q35: Parks and playgrounds are adequate in my housing area. | P | P | P | P |
| Q36: My military family housing unit is large enough to meet our needs. | PP | NN | P | P |
| Q37: The bedrooms in military family housing unit are large enough. | P | O | P | P |
| Q38: There are enough bathrooms in my military family housing unit. | PP | N | P | P |
| Q39: Parking spaces in my housing area are adequate. | P | PP | P | PP |
| Q40: Noise between housing units in my area is not a problem. | PP | PP | P | P |
| Q41: My military family housing unit is located conveniently close to work. | P | PP | PP | PP |
| Q42: The operation of the plumbing is good in my housing unit. | P | P | O | O |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | P | P | P | O |
| Q44: My military family housing unit is well constructed. | PP | O | P | P |
| Q45: The floor plan of my housing unit is good. | PP | P | P | P |

PEARL HARBOR AREA (CONT)

| Facilities (Cont) | Hale Alii (n=3) | Hospital Point (n=2) | Ford Island (n=14) | Marine Barracks (n=5) |
|---|-----------------------|----------------------------|--------------------------|-----------------------------|
| Q46: My hot water tank is large enough to meet family needs. | P | PP | P | P |
| Q47: My housing unit was clean when we moved in. | P | N | O | O |
| Q48: Sidewalks are adequate within my housing community. | PP | P | O | P |
| Q49: Community facilities are adequate to meet the needs of my community. | P | P | O | P |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | P | NN | O | N |
| Q51: New playgrounds and improvements are not needed in my housing area. | P | P | P | P |
| Q52: Existing playgrounds are well maintained in my housing area. | - | P | O | P |
| Q53: Kitchen cabinets are adequate in my housing unit. | P | N | P | P |
| Q54: Door and window screen material currently being used is adequate. | P | O | N | O |
| Q55: Playground inspections are conducted often enough. | - | O | N | P |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | - | PP | P | PP |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | P | O | O | O |
| Maintenance/Repair | | | | |
| Q58: Road maintenance is adequate within my housing community. | P | P | O | O |
| Q59: Maintenance of common areas is good in my community. | PP | P | O | P |
| Q60: Maintenance and repair personnel are courteous. | PP | O | P | PP |
| Q61: Response to emergency calls for service is good. | P | P | O | P |
| Q62: Response to routine calls for service is good. | P | N | NN | N |
| Q63: The 24-hour emergency call-in line produces quick responses. | O | P | N | O |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | N | NN | N | O |
| Q65: Appliance replacement is prompt, even on weekends. | P | - | N | N |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair (Cont) | Hale Alii (n=3) | Hospital Point (n=2) | Ford Island (n=14) | Marine Barracks (n=5) |
|--|-----------------------|----------------------------|--------------------------|-----------------------------|
| Q66: The quality of repair & maintenance work is generally good. | P | N | N | P |
| Q67: Preventive maintenance on residences is usually performed regularly. | P | N | N | NN |
| Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed. | O | N | N | O |
| Q69: Maintenance of lanais is generally adequate. | P | NN | N | N |
| Services | | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | PP | O | P |
| Q71: Bulk trash collection is good and on schedule. | P | N | N | P |
| Q72: Ant and mosquito spraying is done when needed. | P | P | N | NN |
| Q73: Fire inspections are performed regularly. | PP | N | N | N |
| Q74: The pesticides currently being used to spray for insects works well. | P | N | N | N |
| Security/Safety | | | | |
| Q75: Walking patrols are adequate during deployments. | P | - | N | P |
| Q76: Quarters security is generally good. | P | PP | O | P |
| Q77: Speed limits are enforced within our housing area. | O | N | O | N |
| Communications | | | | |
| Q78: Orientation & information packets for newcomers are adequate. | P | P | P | P |
| Q79: Community meetings are held regularly. | N | NN | P | N |
| Q80: OCFHO reps are usually available at community meetings. | PP | NN | NN | O |
| Q81: Phone calls to the trouble desk usually get through promptly. | P | O | O | N |
| Q82: The Housing Hotline is working well and helping residents with problems. | P | O | N | O |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | P | PP | P | PP |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | PP | P | P | O |

PEARL HARBOR AREA (CONT)

| Self-Help | Hale Alii (n=3) | Hospital Point (n=2) | Ford Island (n=14) | Marine Barracks (n=5) |
|--|-----------------------|----------------------------|--------------------------|-----------------------------|
| Q83: The location of self-help stores is good. | P | P | P | O |
| Q84: The hours the self-help stores are open are adequate. | O | P | O | P |
| Q85: Self-help stores are well stocked with the right items. | P | N | P | O |
| Q86: I am satisfied with the service at the self-help stores. | P | O | P | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | P | P |
| Q88: The self-help program works well. | P | O | P | P |
| Q89: Use of the self-help program is actively encouraged. | P | P | P | P |
| TLA Program | | | | |
| Q90: The TLA program has few, if any, problems. | P | P | O | P |
| Q91: TLA is extended when needed. | PP | P | O | P |
| Q92: The TLA program relieves service family money problems. | PP | PP | P | O |
| Q93: The TLA program maintains a good hotel list. | PP | PP | P | P |
| General Satisfaction | | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | O | O | P | P |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | P | PP | P | P |
| Q98: Overall, I am generally satisfied with our present housing unit. | PP | N | P | P |
| Q99: Overall, my spouse is generally satisfied with out housing unit. | PP | N | P | P |
| Q100: My present living conditions are having a positive effect on my job performance. | PP | O | P | P |
| Q101: My present living conditions are having a positive effect on my military career intentions. | P | O | O | P |

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - PART 2

| | | | |
|-----------------------------|-----------------------|-----------------------|--------------------------|
| Hale Hospital Alii (n=3) | Point Island (n=2) | Ford Island (n=14) | Marine Barracks (n=5) |
|-----------------------------|-----------------------|-----------------------|--------------------------|

Policies/Procedures

| | | | | |
|---|----|----|----|----|
| Q102: A neighborhood coordinator is needed in my housing area. | NN | O | O | N |
| Q103: Names and number of coordinators should be readily available. | - | N | P | P |
| Q104: E1 to E3 families should be allowed in military family housing. | P | PP | P | P |
| Q105: Live-in domestic help should be allowed in military family housing. | O | N | P | N |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | P | PP | PP | P |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | N | N | N | N |
| Q108: Residents should be allowed to cover/screen lanais where slabs exist. | P | PP | P | P |
| Q109: Residents should be allowed to cover/enclose outside storage areas. | P | PP | P | P |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | O | PP | P | P |
| Q111: Speed bumps/rumble strips are needed in my housing area. | N | O | N | N |
| Q112: Residents should be allowed to fence their yards. | P | PP | P | P |
| Q113: Government temporary housing should be provided on base instead of TLA. | P | N | O | P |
| Q114: Greater financial allowances are needed for those living in civilian housing. | P | O | N | O |
| Q115: Pets should be considered when housing is assigned. | N | P | N | P |
| Q116: Residents need to be informed of policy changes more regularly. | P | P | P | PP |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | P | P | O | P |
| Q118: One person in each housing office should assist newcomers. | P | P | P | P |
| Q119: The commands should encourage and support the sponsor program more. | PP | P | P | P |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | P | P | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | P | P |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair | Hale Alii (n=3) | Hospital Point (n=2) | Ford Island (n=14) | Marine Barracks (n=5) |
|--|-----------------------|----------------------------|--------------------------|-----------------------------|
| Q122: Greater quality control of contractor work is needed. | PP | PP | PP | P |
| Q123: Schedules for contractor services should be published. | PP | P | PP | PP |
| Q124: Follow-up maintenance inspections of quarters should be done. | P | PP | PP | PP |
| Q125: Move-out and move-in inspections should be combined when possible. | N | O | P | P |
| Q126: Additional carports are needed in my housing area. | O | P | O | N |
| Q127: Safety should be considered more when acquiring playground equipment. | O | O | P | P |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | P | P | PP | P |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | P | PP | PP | PP |
| Q130: Residents should be allowed to do more maintenance and repair. | O | N | O | N |
| Q131: Empty quarters should be sprayed more than once. | P | P | P | P |
| Q132: Lawn care should be provided for families of deployed personnel. | P | P | N | P |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | P | P | P | P |
| Q134: Geckos should not be killed. | P | O | PP | P |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | O | O | P | P |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | PP | PP | PP | PP |
| Security/Safety | | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | P | PP | P | PP |
| Q138: Glass door and window locks should be provided. | P | PP | P | PP |
| Q139: Trees and bushes around housing units should be thinned to aid security. | N | O | P | P |
| Q140: Protective fencing should be installed. | N | P | O | P |
| Q141: Neighborhood watches should be instituted. | O | O | P | P |

PEARL HARBOR AREA (CONT)

| Security/Safety (Cont) | Hale Alii (n=3) | Hospital Point (n=2) | Ford Island (n=14) | Marine Barracks (n=5) |
|--|-----------------------|----------------------------|--------------------------|-----------------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | P | P | O | P |
| Q143: Residents should install their own security devices. | N | N | O | O |
| Q144: Residents should do their own security inspections. | N | NN | N | N |
| Self-Help | | | | |
| Q145: Shrubs should be available in self-help. | P | P | P | P |
| Q146: Check-out procedures should be standardized. | PP | P | P | O |
| Q147: More instructional programs are needed. | P | O | PP | P |
| Q148: Pesticides should be stocked. | P | N | P | P |
| Q149: A "how-to-do-it" library should be installed. | P | N | P | P |
| Q150: Materials for group outing areas should be stocked. | P | N | O | P |

PEARL HARBOR AREA

QUESTIONNAIRE ITEMS - PART 1

| McGrew Point (n=36) | Moanaloa Terrace (n=131) | Pearl City Pennisula (n=130) |
|---------------------------|--------------------------------|------------------------------------|
|---------------------------|--------------------------------|------------------------------------|

Policies/Procedures

| | | | |
|---|----|----|----|
| Q6: Area housing office personnel are concerned about service families. | P | P | P |
| Q7: Area housing office personnel are responsive to the needs of families. | P | P | P |
| Q8: Area housing office personnel are usually informative. | P | P | P |
| Q9: My military family housing was assigned fairly. | P | P | P |
| Q10: Military family housing is assigned in a consistent manner. | N | P | O |
| Q11: Area housing office services are available to all. | P | P | P |
| Q12: Area housing office personnel review and explain housing rules & regs. | P | P | P |
| Q13: Area housing office personnel provide assistance to spouses. | O | O | O |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | O | P | P |
| Q15: The appearance of area housing offices is satisfactory. | P | P | P |
| Q16: Area housing offices seem to be operated efficiently. | O | P | O |
| Q17: Military family housing rules and regulations are properly enforced. | O | N | N |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | P | P | P |
| Q19: Military family housing rules are enforced the same in all areas. | N | N | N |
| Q20: Copies of rules & regs are available at the area housing office. | P | P | P |
| Q21: Copies of rules & regs are provided in the welcome packets. | P | P | P |
| Q22: I like the idea of mixing of Services in the housing areas. | O | P | P |
| Q23: The present quarters cleaning policy allows for quick move-out. | N | O | O |
| Q24: Military family housing assignment policy is flexible enough to accommodate special cases. | P | P | P |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | O | P | O |
| Q26: I like the policy that allows plants to remain when occupants move out. | PP | PP | PP |

PEARL HARBOR AREA (CONT)

| Operations | McGrew Point (n=36) | Moanaloa Terrace (n=131) | Pearl City Penninsula (n=130) |
|--|---------------------------|--------------------------------|-------------------------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | P | P |
| Q28: Inspections of my quarters were completed before we moved in. | O | P | O |
| Q29: The waiting time for approval of yard fencing is not a problem. | P | O | O |
| Q30: Contractor deficiencies and engineer- ing problems are usually corrected promptly. | N | N | N |
| Housing Referral | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | O | O | O |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | P | O | O |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | P | O | O |
| Facilities | | | |
| Q34: The quality of family housing in my community is continually improving. | P | N | O |
| Q35: Parks and playgrounds are adequate in my housing area. | O | N | P |
| Q36: My military family housing unit is large enough to meet our needs. | N | P | P |
| Q37: The bedrooms in military family housing unit are large enough. | N | O | P |
| Q38: There are enough bathrooms in my military family housing unit. | P | O | O |
| Q39: Parking spaces in my housing area are adequate. | P | O | N |
| Q40: Noise between housing units in my area is not a problem. | P | O | N |
| Q41: My military family housing unit is located conveniently close to work. | PP | PP | P |
| Q42: The operation of the plumbing is good in my housing unit. | O | P | O |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | P | P | P |
| Q44: My military family housing unit is well constructed. | N | N | O |
| Q45: The floor plan of my housing unit is good. | P | O | P |

PEARL HARBOR AREA (CONT')

| Facilities (Cont) | McGrew Point (n=36) | Moanaloa Terrace (n=131) | Pearl City Penninsula (n=130) |
|---|---------------------------|--------------------------------|-------------------------------------|
| Q46: My hot water tank is large enough to meet family needs. | P | P | P |
| Q47: My housing unit was clean when we moved in. | O | P | O |
| Q48: Sidewalks are adequate within my housing community. | N | P | P |
| Q49: Community facilities are adequate to meet the needs of my community. | O | P | P |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | N | N | N |
| Q51: New playgrounds and improvements are not needed in my housing area. | N | N | N |
| Q52: Existing playgrounds are well maintained in my housing area. | N | NN | N |
| Q53: Kitchen cabinets are adequate in my housing unit. | P | P | O |
| Q54: Door and window screen material currently being used is adequate. | O | O | O |
| Q55: Playground inspections are conducted often enough. | N | N | N |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | N | O | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | N | N | N |
| Maintenance/Repair | | | |
| Q58: Road maintenance is adequate within my housing community. | P | P | P |
| Q59: Maintenance of common areas is good in my community. | P | O | O |
| Q60: Maintenance and repair personnel are courteous. | P | P | P |
| Q61: Response to emergency calls for service is good. | P | P | P |
| Q62: Response to routine calls for service is good. | N | N | N |
| Q63: The 24-hour emergency call-in line produces quick responses. | O | O | O |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | O | O | N |
| Q65: Appliance replacement is prompt, even on weekends. | N | O | O |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair (Cont) | McGrew Point (n=36) | Moanaloa Terrace (n=131) | Pearl City Penninsula (n=130) |
|--|---------------------------|--------------------------------|-------------------------------------|
| Q66: The quality of repair & maintenance work is generally good. | O | P | P |
| Q67: Preventive maintenance on residences is usually performed regularly. | N | N | N |
| Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed. | N | N | N |
| Q69: Maintenance of lanais is generally adequate. | O | N | O |
| Services | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | P | P |
| Q71: Bulk trash collection is good and on schedule. | P | P | O |
| Q72: Ant and mosquito spraying is done when needed. | N | NN | N |
| Q73: Fire inspections are performed regularly. | O | N | N |
| Q74: The pesticides currently being used to spray for insects works well. | N | N | N |
| Security/Safety | | | |
| Q75: Walking patrols are adequate during deployments. | NN | N | N |
| Q76: Quarters security is generally good. | NN | N | O |
| Q77: Speed limits are enforced within our housing area. | O | N | O |
| Communications | | | |
| Q78: Orientation & information packets for newcomers are adequate. | P | P | P |
| Q79: Community meetings are held regularly. | P | O | P |
| Q80: OCFHO reps are usually available at community meetings. | P | O | O |
| Q81: Phone calls to the trouble desk usually get through promptly. | O | O | O |
| Q82: The Housing Hotline is working well and helping residents with problems. | N | O | O |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | P | P | P |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | P | P | P |

PEARL HARBOR AREA (CONT)

| Self-Help | McGrew Point (n=36) | Moanaloa Terrace (n=131) | Pearl City Pennisula (n=131) |
|--|---------------------------|--------------------------------|------------------------------------|
| Q83: The location of self-help stores is good. | O | P | N |
| Q84: The hours the self-help stores are open are adequate. | P | P | P |
| Q85: Self-help stores are well stocked with the right items. | O | P | O |
| Q86: I am satisfied with the service at the self-help stores. | P | P | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | P |
| Q88: The self-help program works well. | P | P | P |
| Q89: Use of the self-help program is actively encouraged. | P | P | P |
| TLA Program | | | |
| Q90: The TLA program has few, if any, problems. | O | P | P |
| Q91: TLA is extended when needed. | P | P | P |
| Q92: The TLA program relieves service family money problems. | P | P | P |
| Q93: The TLA program maintains a good hotel list. | P | P | P |
| General Satisfaction | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | N | O | O |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | P | N | N |
| Q98: Overall, I am generally satisfied with our present housing unit. | P | O | P |
| Q99: Overall, my spouse is generally satisfied with our housing unit. | P | O | P |
| Q100: My present living conditions are having a positive effect on my job performance. | P | O | O |
| Q101: My present living conditions are having a positive effect on my military career intentions. | O | O | O |

PEARL HARBOR AREA

| QUESTIONNAIRE ITEMS - PART 2 | McGrew Point (n=36) | Moanaloa Terrace (n=131) | Pearl City Penninsula (n=130) |
|---|---------------------------|--------------------------------|-------------------------------------|
| Policies/Procedures | | | |
| Q102: A neighborhood coordinator is needed in my housing area. | P | P | P |
| Q103: Names and number of coordinators should be readily available. | P | P | P |
| Q104: E1 to E3 families should be allowed in military family housing. | PP | PP | P |
| Q105: Live-in domestic help should be allowed in military family housing. | P | P | O |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | PP | P | PP |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | O | P | O |
| Q108: Residents should be allowed to cover/screen lanais where slabs exist. | PP | P | PP |
| Q109: Residents should be allowed to cover/enclose outside storage areas. | PP | P | PP |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | PP | PP | PP |
| Q111: Speed bumps/rumble strips are needed in my housing area. | N | P | P |
| Q112: Residents should be allowed to fence their yards. | PP | PP | PP |
| Q113: Government temporary housing should be provided on base instead of TLA. | N | O | N |
| Q114: Greater financial allowances are needed for those living in civilian housing. | O | P | O |
| Q115: Pets should be considered when housing is assigned. | O | P | P |
| Q116: Residents need to be informed of policy changes more regularly. | P | PP | PP |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | O | P | P |
| Q118: One person in each housing office should assist newcomers. | P | P | P |
| Q119: The commands should encourage and support the sponsor program more. | P | PP | PP |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | PP | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | PP |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair | McGrew Point (n=36) | Moanaloa Terrace (n=131) | Pearl City Penninsula (n=130) |
|--|---------------------------|--------------------------------|-------------------------------------|
| Q122: Greater quality control of contractor work is needed. | PP | PP | PP |
| Q123: Schedules for contractor services should be published. | PP | PP | PP |
| Q124: Follow-up maintenance inspections of quarters should be done. | PP | P | PP |
| Q125: Move-out and move-in inspections should be combined when possible. | P | P | P |
| Q126: Additional carports are needed in my housing area. | P | PP | PP |
| Q127: Safety should be considered more when acquiring playground equipment. | P | PP | PP |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | P | PP | PP |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | P | PP | PP |
| Q130: Residents should be allowed to do more maintenance and repair. | O | P | P |
| Q131: Empty quarters should be sprayed more than once. | P | PP | PP |
| Q132: Lawn care should be provided for families of deployed personnel. | O | P | O |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | P | O | P |
| Q134: Geckos should not be killed. | P | P | P |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | P | P | P |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | P | P | PP |
| Security/Safety | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | PP | PP |
| Q138: Glass door and window locks should be provided. | PP | PP | PP |
| Q139: Trees and bushes around housing units should be thinned to aid security. | P | P | P |
| Q140: Protective fencing should be installed. | PP | P | P |
| Q141: Neighborhood watches should be instituted. | P | P | P |

PEARL HARBOR AREA (CONT')

| Security/Safety (Cont) | McGrew Point (n=36) | Moanaloa Terrace (n=131) | Pearl City Penninsula (n=130) |
|--|---------------------------|--------------------------------|-------------------------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | P | P | P |
| Q143: Residents should install their own security devices. | P | P | P |
| Q144: Residents should do their own security inspections. | N | O | N |
| Self-Help | | | |
| Q145: Shrubs should be available in self-help. | P | P | P |
| Q146: Check-out procedures should be standardized. | P | P | P |
| Q147: More instructional programs are needed. | P | P | P |
| Q148: Pesticides should be stocked. | PP | PP | P |
| Q149: A "how-to-do-it" library should be installed. | P | PP | PP |
| Q150: Materials for group outing areas should be stocked. | P | P | P |

PEARL HARBOR AREA

| QUESTIONNAIRE ITEMS - PART 1 | Manana (n=69) | Camp Stover (n=48) | NAVCAMS- EASTPAC (n=29) |
|---|------------------|--------------------------|-------------------------------|
| Policies/Procedures | | | |
| Q6: Area housing office personnel are concerned about service families. | O | P | O |
| Q7: Area housing office personnel are responsive to the needs of families. | O | P | O |
| Q8: Area housing office personnel are usually informative. | P | P | P |
| Q9: My military family housing was assigned fairly. | P | P | P |
| Q10: Military family housing is assigned in a consistent manner. | O | P | O |
| Q11: Area housing office services are available to all. | P | P | O |
| Q12: Area housing office personnel review and explain housing rules & regs. | P | P | O |
| Q13: Area housing office personnel provide assistance to spouses. | O | O | N |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | P | P | O |
| Q15: The appearance of area housing offices is satisfactory. | P | P | P |
| Q16: Area housing offices seem to be operated efficiently. | P | P | O |
| Q17: Military family housing rules and regulations are properly enforced. | O | N | N |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | P | P | P |
| Q19: Military family housing rules are enforced the same in all areas. | N | N | N |
| Q20: Copies of rules & regs are available at the area housing office. | P | P | P |
| Q21: Copies of rules & regs are provided in the welcome packets. | P | P | P |
| Q22: I like the idea of mixing of Services in the housing areas. | O | N | N |
| Q23: The present quarters cleaning policy allows for quick move-out. | N | O | N |
| Q24: Military family housing assignment policy is flexible enough to accommodate special cases. | O | P | P |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | P | P | N |
| Q26: I like the policy that allows plants to remain when occupants move out. | PP | PP | PP |

PEARL HARBOR AREA (CONT')

| Operations | Manana (n=69) | Camp Stover (n=48) | NAVCAMS- EASTPAC (n=29) |
|--|------------------|--------------------------|-------------------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | P | P |
| Q28: Inspections of my quarters were completed before we moved in. | O | O | O |
| Q29: The waiting time for approval of yard fencing is not a problem. | O | P | N |
| Q30: Contractor deficiencies and engineer- ing problems are usually corrected promptly. | N | P | N |
| Housing Referral | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | O | P | P |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | O | P | N |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | O | P | O |
| Facilities | | | |
| Q34: The quality of family housing in my community is continually improving. | O | O | P |
| Q35: Parks and playgrounds are adequate in my housing area. | O | O | P |
| Q36: My military family housing unit is large enough to meet our needs. | P | P | P |
| Q37: The bedrooms in military family housing unit are large enough. | P | P | O |
| Q38: There are enough bathrooms in my military family housing unit. | PP | P | P |
| Q39: Parking spaces in my housing area are adequate. | P | N | N |
| Q40: Noise between housing units in my area is not a problem. | P | P | N |
| Q41: My military family housing unit is located conveniently close to work. | P | PP | PP |
| Q42: The operation of the plumbing is good in my housing unit. | O | P | O |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | O | P | P |
| Q44: My military family housing unit is well constructed. | N | P | P |
| Q45: The floor plan of my housing unit is good. | P | P | P |

PEARL HARBOR AREA (CONT)

| Facilities (Cont) | Manana (n=69) | Camp Stover (n=48) | NAVCAMS- EASTPAC (n=29) |
|---|------------------|--------------------------|-------------------------------|
| Q46: My hot water tank is large enough to meet family needs. | P | P | P |
| Q47: My housing unit was clean when we moved in. | O | O | P |
| Q48: Sidewalks are adequate within my housing community. | P | NN | P |
| Q49: Community facilities are adequate to meet the needs of my community. | O | P | P |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | N | N | N |
| Q51: New playgrounds and improvements are not needed in my housing area. | N | N | N |
| Q52: Existing playgrounds are well maintained in my housing area. | N | N | O |
| Q53: Kitchen cabinets are adequate in my housing unit. | O | N | P |
| Q54: Door and window screen material currently being used is adequate. | O | O | P |
| Q55: Playground inspections are conducted often enough. | N | N | N |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | P | P | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | N | N | P |
| Maintenance/Repair | | | |
| Q58: Road maintenance is adequate within my housing community. | P | O | P |
| Q59: Maintenance of common areas is good in my community. | P | O | P |
| Q60: Maintenance and repair personnel are courteous. | P | P | P |
| Q61: Response to emergency calls for service is good. | P | P | O |
| Q62: Response to routine calls for service is good. | N | P | N |
| Q63: The 24-hour emergency call-in line produces quick responses. | P | P | O |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | O | P | N |
| Q65: Appliance replacement is prompt, even on weekends. | O | P | N |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair (Cont) | Manana (n=69) | Camp Stover (n=48) | NAVCAMS- EASTPAC (n=29) |
|--|------------------|--------------------------|-------------------------------|
| Q66: The quality of repair & maintenance work is generally good. | P | P | O |
| Q67: Preventive maintenance on residences is usually performed regularly. | NN | N | N |
| Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed. | N | N | N |
| Q69: Maintenance of lanais is generally adequate. | N | O | O |
| Services | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | P | P |
| Q71: Bulk trash collection is good and on schedule. | P | P | O |
| Q72: Ant and mosquito spraying is done when needed. | NN | N | N |
| Q73: Fire inspections are performed regularly. | N | N | O |
| Q74: The pesticides currently being used to spray for insects works well. | N | N | N |
| Security/Safety | | | |
| Q75: Walking patrols are adequate during deployments. | P | N | P |
| Q76: Quarters security is generally good. | P | O | P |
| Q77: Speed limits are enforced within our housing area. | P | N | F |
| Communications | | | |
| Q78: Orientation & information packets for newcomers are adequate. | P | P | P |
| Q79: Community meetings are held regularly. | P | P | P |
| Q80: OCFHO reps are usually available at community meetings. | O | N | O |
| Q81: Phone calls to the trouble desk usually get through promptly. | O | O | N |
| Q82: The Housing Hotline is working well and helping residents with problems. | N | P | N |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | P | P | P |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | P | P | P |

PEARL HARBOR AREA (CONT)

| Self-Help | Manana (n=69) | Camp Stover (n=48) | NAVCAMS- EASTPAC (n=29) |
|--|------------------|--------------------------|-------------------------------|
| Q83: The location of self-help stores is good. | N | N | N |
| Q84: The hours the self-help stores are open are adequate. | P | P | O |
| Q85: Self-help stores are well stocked with the right items. | P | N | N |
| Q86: I am satisfied with the service at the self-help stores. | P | O | O |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | P |
| Q88: The self-help program works well. | P | P | O |
| Q89: Use of the self-help program is actively encouraged. | P | P | N |
| TLA Program | | | |
| Q90: The TLA program has few, if any, problems. | O | P | P |
| Q91: TLA is extended when needed. | P | P | P |
| Q92: The TLA program relieves service family money problems. | P | P | O |
| Q93: The TLA program maintains a good hotel list. | P | P | P |
| General Satisfaction | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | N | O | N |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | P | PP | P |
| Q98: Overall, I am generally satisfied with our present housing unit. | P | P | P |
| Q99: Overall, my spouse is generally satisfied with out housing unit. | P | P | P |
| Q100: My present living conditions are having a positive effect on my job performance. | P | P | P |
| Q101: My present living conditions are having a positive effect on my military career intentions. | O | P | O |

PEARL HARBOR AREA

| QUESTIONNAIRE ITEMS - PART 2 | Manana (n=69) | Camp Stover (n=48) | NAVCAMS- EASTPAC (n=29) |
|---|------------------|--------------------------|-------------------------------|
| Policies/Procedures | | | |
| Q102: A neighborhood coordinator is needed in my housing area. | P | P | P |
| Q103: Names and number of coordinators should be readily available. | P | P | P |
| Q104: E1 to E3 families should be allowed in military family housing. | P | P | P |
| Q105: Live-in domestic help should be allowed in military family housing. | P | O | O |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | PP | PP | P |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | O | O | P |
| Q108: Residents should be allowed to cover/ screen lanais where slabs exist. | P | PP | PP |
| Q109: Residents should be allowed to cover/ enclose outside storage areas. | PP | PP | P |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | PP | PP | P |
| Q111: Speed bumps/rumble strips are needed in my housing area. | O | O | N |
| Q112: Residents should be allowed to fence their yards. | PP | PP | PP |
| Q113: Government temporary housing should be provided on base instead of TLA. | O | O | P |
| Q114: Greater financial allowances are needed for those living in civilian housing. | O | P | P |
| Q115: Pets should be considered when housing is assigned. | P | P | P |
| Q116: Residents need to be informed of policy changes more regularly. | PP | P | PP |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | P | P | P |
| Q118: One person in each housing office should assist newcomers. | P | P | P |
| Q119: The commands should encourage and support the sponsor program more. | PP | PP | PP |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | PP | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | PP |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair | Manana (n=69) | Camp Stover (n=48) | NAVCAMS- EASTPAC (n=29) |
|--|------------------|--------------------------|-------------------------------|
| Q122: Greater quality control of contractor work is needed. | P | P | P |
| Q123: Schedules for contractor services should be published. | PP | P | P |
| Q124: Follow-up maintenance inspections of quarters should be done. | PP | P | P |
| Q125: Move-out and move-in inspections should be combined when possible. | P | P | P |
| Q126: Additional carports are needed in my housing area. | N | P | PP |
| Q127: Safety should be considered more when acquiring playground equipment. | PP | P | PP |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | PP | P | PP |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | PP | P | PP |
| Q130: Residents should be allowed to do more maintenance and repair. | P | P | P |
| Q131: Empty quarters should be sprayed more than once. | PP | P | P |
| Q132: Lawn care should be provided for families of deployed personnel. | O | O | O |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | P | O | P |
| Q134: Geckos should not be killed. | P | P | P |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | P | P | P |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | PP | PP | PP |
| Security/Safety | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | PP | PP |
| Q138: Glass door and window locks should be provided. | PP | PP | PP |
| Q139: Trees and bushes around housing units should be thinned to aid security. | P | P | P |
| Q140: Protective fencing should be installed. | P | P | P |
| Q141: Neighborhood watches should be instituted. | P | P | O |

PEARL HARBOR AREA (CONT)

| Security/Safety (Cont) | Manana (n=69) | Camp Stover (n=48) | NAVCAMS- EASTPAC (n=29) |
|--|------------------|--------------------------|-------------------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | P | P | O |
| Q143: Residents should install their own security devices. | O | O | O |
| Q144: Residents should do their own security inspections. | O | N | P |
| Self-Help | | | |
| Q145: Shrubs should be available in self-help. | P | P | P |
| Q146: Check-out procedures should be standardized. | P | P | P |
| Q147: More instructional programs are needed. | P | P | P |
| Q148: Pesticides should be stocked. | PP | PP | P |
| Q149: A "how-to-do-it" library should be installed. | PP | P | P |
| Q150: Materials for group outing areas should be stocked. | P | P | P |

PEARL HARBOR AREA

| QUESTIONNAIRE ITEMS - PART 1 | | Radford Terrace (n=64) | Halsey Terrace (n=133) | Catlin Park (n=96) |
|------------------------------|--|------------------------------|------------------------------|--------------------------|
| Policies/Procedures | | | | |
| Q6: | Area housing office personnel are concerned about service families. | O | P | P |
| Q7: | Area housing office personnel are responsive to the needs of families. | O | P | O |
| Q8: | Area housing office personnel are usually informative. | P | P | P |
| Q9: | My military family housing was assigned fairly. | P | P | P |
| Q10: | Military family housing is assigned in a consistent manner. | N | O | O |
| Q11: | Area housing office services are available to all. | P | P | P |
| Q12: | Area housing office personnel review and explain housing rules & regs. | O | P | P |
| Q13: | Area housing office personnel provide assistance to spouses. | N | O | O |
| Q14: | Service by area housing office personnel is adequate, even during peak periods. | O | P | P |
| Q15: | The appearance of area housing offices is satisfactory. | P | P | P |
| Q16: | Area housing offices seem to be operated efficiently. | O | P | P |
| Q17: | Military family housing rules and regulations are properly enforced. | N | N | N |
| Q18: | The time it takes to process in and out of the area housing office is not a problem. | P | P | P |
| Q19: | Military family housing rules are enforced the same in all areas. | N | N | N |
| Q20: | Copies of rules & regs are available at the area housing office. | P | P | P |
| Q21: | Copies of rules & regs are provided in the welcome packets. | P | P | P |
| Q22: | I like the idea of mixing of Services in the housing areas. | P | P | O |
| Q23: | The present quarters cleaning policy allows for quick move-out. | N | O | N |
| Q24: | Military family housing assignment policy is flexible enough to accommodate special cases. | O | O | O |
| Q25: | Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | P | P | P |
| Q26: | I like the policy that allows plants to remain when occupants move out. | PP | PP | PP |

PEARL HARBOR AREA (CONT)

| Operations | Radford Terrace (n=64) | Halsey Terrace (n=133) | Catlin Park (n=96) |
|--|------------------------------|------------------------------|--------------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | P | PP |
| Q28: Inspections of my quarters were completed before we moved in. | O | O | O |
| Q29: The waiting time for approval of yard fencing is not a problem. | O | P | P |
| Q30: Contractor deficiencies and engineer- ing problems are usually corrected promptly. | N | N | N |
| Housing Referral | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | N | P | P |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | O | O | N |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | P | P | P |
| Facilities | | | |
| Q34: The quality of family housing in my community is continually improving. | P | P | P |
| Q35: Parks and playgrounds are adequate in my housing area. | P | P | P |
| Q36: My military family housing unit is large enough to meet our needs. | O | P | P |
| Q37: The bedrooms in military family housing unit are large enough. | O | N | P |
| Q38: There are enough bathrooms in my military family housing unit. | N | PP | P |
| Q39: Parking spaces in my housing area are adequate. | N | P | P |
| Q40: Noise between housing units in my area is not a problem. | N | P | P |
| Q41: My military family housing unit is located conveniently close to work. | P | PP | PP |
| Q42: The operation of the plumbing is good in my housing unit. | N | N | N |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | O | P | P |
| Q44: My military family housing unit is well constructed. | N | N | P |
| Q45: The floor plan of my housing unit is good. | O | P | P |

PEARL HARBOR AREA (CONT')

| Facilities (Cont) | Radford Terrace (n=64) | Halsey Terrace (n=133) | Catlin Park (n=96) |
|---|------------------------------|------------------------------|--------------------------|
| Q46: My hot water tank is large enough to meet family needs. | O | P | P |
| Q47: My housing unit was clean when we moved in. | O | O | O |
| Q48: Sidewalks are adequate within my housing community. | P | N | P |
| Q49: Community facilities are adequate to meet the needs of my community. | P | P | P |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | NN | NN | N |
| Q51: New playgrounds and improvements are not needed in my housing area. | N | N | N |
| Q52: Existing playgrounds are well maintained in my housing area. | N | O | N |
| Q53: Kitchen cabinets are adequate in my housing unit. | N | P | N |
| Q54: Door and window screen material currently being used is adequate. | N | O | O |
| Q55: Playground inspections are conducted often enough. | N | N | N |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | P | P | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | N | N | O |
| Maintenance/Repair | | | |
| Q58: Road maintenance is adequate within my housing community. | P | P | P |
| Q59: Maintenance of common areas is good in my community. | O | P | P |
| Q60: Maintenance and repair personnel are courteous. | P | P | P |
| Q61: Response to emergency calls for service is good. | N | P | O |
| Q62: Response to routine calls for service is good. | N | N | N |
| Q63: The 24-hour emergency call-in line produces quick responses. | N | O | O |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | O | N | N |
| Q65: Appliance replacement is prompt, even on weekends. | N | O | O |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair (Cont) | Radford Terrace (n=64) | Halsey Terrace (n=133) | Catlin Park (n=96) |
|--|------------------------------|------------------------------|--------------------------|
| Q66: The quality of repair & maintenance work is generally good. | O | P | O |
| Q67: Preventive maintenance on residences is usually performed regularly. | N | N | N |
| Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed. | N | N | N |
| Q69: Maintenance of lanais is generally adequate. | N | N | O |
| Services | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | P | P |
| Q71: Bulk trash collection is good and on schedule. | P | P | P |
| Q72: Ant and mosquito spraying is done when needed. | NN | N | N |
| Q73: Fire inspections are performed regularly. | N | N | N |
| Q74: The pesticides currently being used to spray for insects works well. | NN | NN | N |
| Security/Safety | | | |
| Q75: Walking patrols are adequate during deployments. | NN | N | N |
| Q76: Quarters security is generally good. | N | N | O |
| Q77: Speed limits are enforced within our housing area. | N | N | N |
| Communications | | | |
| Q78: Orientation & information packets for newcomers are adequate. | O | P | P |
| Q79: Community meetings are held regularly. | P | P | P |
| Q80: OCFHO reps are usually available at community meetings. | P | P | O |
| Q81: Phone calls to the trouble desk usually get through promptly. | O | O | O |
| Q82: The Housing Hotline is working well and helping residents with problems. | O | O | O |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | P | PP | P |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | P | P | P |

PEARL HARBOR AREA (CONT)

| Self-Help | Radford Terrace (n=64) | Halsey Terrace (n=133) | Catlin Park (n=96) |
|--|------------------------------|------------------------------|--------------------------|
| Q83: The location of self-help stores is good. | PP | PP | PP |
| Q84: The hours the self-help stores are open are adequate. | P | P | P |
| Q85: Self-help stores are well stocked with the right items. | P | P | P |
| Q86: I am satisfied with the service at the self-help stores. | P | P | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | P |
| Q88: The self-help program works well. | P | P | P |
| Q89: Use of the self-help program is actively encouraged. | P | P | P |
| TLA Program | | | |
| Q90: The TLA program has few, if any, problems. | P | P | P |
| Q91: TLA is extended when needed. | O | P | P |
| Q92: The TLA program relieves service family money problems. | P | P | P |
| Q93: The TLA program maintains a good hotel list. | P | P | P |
| General Satisfaction | | | |
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | O | O | O |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | NN | P | P |
| Q98: Overall, I am generally satisfied with our present housing unit. | O | P | P |
| Q99: Overall, my spouse is generally satisfied with our housing unit. | N | P | P |
| Q100: My present living conditions are having a positive effect on my job performance. | O | P | P |
| Q101: My present living conditions are having a positive effect on my military career intentions. | O | O | O |

PEARL HARBOR AREA

| QUESTIONNAIRE ITEMS - PART 2 | Radford Terrace (n=64) | Halsey Terrace (n=133) | Catlin Park (n=96) |
|---|------------------------------|------------------------------|--------------------------|
| Policies/Procedures | | | |
| Q102: A neighborhood coordinator is needed in my housing area. | P | P | P |
| Q103: Names and number of coordinators should be readily available. | P | P | P |
| Q104: E1 to E3 families should be allowed in military family housing. | PP | P | P |
| Q105: Live-in domestic help should be allowed in military family housing. | P | P | N |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | P | Pr | PP |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | O | O | O |
| Q108: Residents should be allowed to cover/ screen lanais where slabs exist. | PP | PP | PP |
| Q109: Residents should be allowed to cover/ enclose outside storage areas. | P | P | P |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | PP | PP | PP |
| Q111: Speed bumps/rumble strips are needed in my housing area. | O | P | O |
| Q112: Residents should be allowed to fence their yards. | PP | Pr | PP |
| Q113: Government temporary housing should be provided on base instead of TLA. | O | N | O |
| Q114: Greater financial allowances are needed for those living in civilian housing. | P | O | O |
| Q115: Pets should be considered when housing is assigned. | P | P | O |
| Q116: Residents need to be informed of policy changes more regularly. | PP | PP | PP |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | P | P | P |
| Q118: One person in each housing office should to assist newcomers. | P | P | P |
| Q119: The commands should encourage and support the sponsor program more. | PP | PP | PP |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | PP | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | Pr | Pr | PP |

PEARL HARBOR AREA (CONT)

| Maintenance/Repair | Radford Terrace (n=64) | Halsey Terrace (n=133) | Catlin Park (n=96) |
|--|------------------------------|------------------------------|--------------------------|
| Q122: Greater quality control of contractor work is needed. | PP | PP | P |
| Q123: Schedules for contractor services should be published. | PP | PP | P |
| Q124: Follow-up maintenance inspections of quarters should be done. | PP | PP | P |
| Q125: Move-out and move-in inspections should be combined when possible. | P | P | P |
| Q126: Additional carports are needed in my housing area. | P | O | N |
| Q127: Safety should be considered more when acquiring playground equipment. | PP | P | P |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | PP | PP | PP |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | PP | PP | PP |
| Q130: Residents should be allowed to do more maintenance and repair. | O | P | O |
| Q131: Empty quarters should be sprayed more than once. | PP | PP | PP |
| Q132: Lawn care should be provided for families of deployed personnel. | P | O | O |
| Q133: Residents should spray their own qtrs to supplement OCFHO spraying. | O | O | P |
| Q134: Geckos should not be killed. | PP | P | P |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | P | P | P |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | P | PP | PP |
| Security/Safety | | | |
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | PP | PP |
| Q138: Glass door and window locks should be provided. | PP | PP | PP |
| Q139: Trees and bushes around housing units should be thinned to aid security. | P | P | P |
| Q140: Protective fencing should be installed. | PP | P | PP |
| Q141: Neighborhood watches should be instituted. | P | P | P |

PEARL HARBOR AREA (CONT)

| Security/Safety (Cont) | Radford Terrace (n=64) | Halsey Terrace (n=133) | Catlin Park (n=96) |
|--|------------------------------|------------------------------|--------------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | P | P | P |
| Q143: Residents should install their own security devices. | O | O | O |
| Q144: Residents should do their own security inspections. | N | O | N |
| Self-Help | | | |
| Q145: Shrubs should be available in self-help. | P | P | P |
| Q146: Check-out procedures should be standardized. | P | P | P |
| Q147: More instructional programs are needed. | P | P | P |
| Q148: Pesticides should be stocked. | PP | P | P |
| Q149: A "how-to-do-it" library should be installed. | P | P | P |
| Q150: Materials for group outing areas should be stocked. | P | P | P |

HICKAM AREA

QUESTIONNAIRE ITEMS - PART 1

| | Hickam (n=578) | Wheeler (n=88) | Bellows (n=2) |
|---|-------------------|-------------------|------------------|
| Policies/Procedures | | | |
| Q6: Area housing office personnel are concerned about service families. | O | O | PP |
| Q7: Area housing office personnel are responsive to the needs of families. | O | N | O |
| Q8: Area housing office personnel are usually informative. | O | O | PP |
| Q9: My military family housing was assigned fairly. | P | P | O |
| Q10: Military family housing is assigned in a consistent manner. | O | O | O |
| Q11: Area housing office services are available to all. | P | P | P |
| Q12: Area housing office personnel review and explain housing rules & regs. | O | O | N |
| Q13: Area housing office personnel provide assistance to spouses. | N | N | - |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | O | O | O |
| Q15: The appearance of area housing offices is satisfactory. | P | P | PP |
| Q16: Area housing offices seem to be operated efficiently. | N | N | PP |
| Q17: Military family housing rules and regulations are properly enforced. | N | N | PP |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | O | O | PP |
| Q19: Military family housing rules are enforced the same in all areas. | N | N | P |
| Q20: Copies of rules & regs are available at the area housing office. | P | P | - |
| Q21: Copies of rules & regs are provided in the welcome packets. | P | P | - |
| Q22: I like the idea of mixing of Services in the housing areas. | N | NN | N |
| Q23: The present quarters cleaning policy allows for quick move-out. | O | N | P |
| Q24: Military family housing assignment policy is flexible enough to accommodate special cases. | N | N | - |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | P | O | - |
| Q26: I like the policy that allows plants to remain when occupants move out. | PP | PP | PP |

HICKAM AREA (CONT)

| Operations | Hickam (n=578) | Wheeler (n=88) | Bellows (n=2) |
|--|-------------------|-------------------|------------------|
| Q27: The amount of time it takes to get loaner furniture is not a problem. | P | P | P |
| Q28: Inspections of my quarters were completed before we moved in. | O | O | NN |
| Q29: The waiting time for approval of yard fencing is not a problem. | N | N | - |
| Q30: Contractor deficiencies and engineer- ing problems are usually corrected promptly. | O | O | O |
| Housing Referral | | | |
| Q31: Accurate civilian housing lists were available to be when I arrived. | P | P | - |
| Q32: Civilian housing units are inspected for adequacy before being put on lists. | O | O | - |
| Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices. | P | P | - |
| Facilities | | | |
| Q34: The quality of family housing in my community is continually improving. | O | P | PP |
| Q35: Parks and playgrounds are adequate in my housing area. | O | N | NN |
| Q36: My military family housing unit is large enough to meet our needs. | O | P | P |
| Q37: The bedrooms in military family housing unit are large enough. | O | P | N |
| Q38: There are enough bathrooms in my military family housing unit. | P | P | P |
| Q39: Parking spaces in my housing area are adequate. | P | O | PP |
| Q40: Noise between housing units in my area is not a problem. | P | O | O |
| Q41: My military family housing unit is located conveniently close to work. | P | P | PF |
| Q42: The operation of the plumbing is good in my housing unit. | O | O | P |
| Q43: The operation of kitchen appliances in my unit is satisfactory. | P | P | PP |
| Q44: My military family housing unit is well constructed. | P | P | N |
| Q45: The floor plan of my housing unit is good. | P | P | N |

HICKAM AREA (CONT)

| Facilities (Cont) | Hickam (n=578) | Wheeler (n=88) | Bellows (n=2) |
|---|-------------------|-------------------|------------------|
| Q46: My hot water tank is large enough to meet family needs. | P | P | N |
| Q47: My housing unit was clean when we moved in. | O | N | NN |
| Q48: Sidewalks are adequate within my housing community. | P | P | - |
| Q49: Community facilities are adequate to meet the needs of my community. | P | P | N |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | N | N | NN |
| Q51: New playgrounds and improvements are not needed in my housing area. | N | N | NN |
| Q52: Existing playgrounds are well maintained in my housing area. | N | N | NN |
| Q53: Kitchen cabinets are adequate in my housing unit. | O | N | PP |
| Q54: Door and window screen material currently being used is adequate. | O | O | P |
| Q55: Playground inspections are conducted often enough. | N | N | NN |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | P | P | NN |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | N | N | NN |
| Maintenance/Repair | | | |
| Q58: Road maintenance is adequate within my housing community. | P | P | PP |
| Q59: Maintenance of common areas is good in my community. | P | P | O |
| Q60: Maintenance and repair personnel are courteous. | P | P | O |
| Q61: Response to emergency calls for service is good. | P | P | O |
| Q62: Response to routine calls for service is good. | P | P | O |
| Q63: The 24-hour emergency call-in line produces quick responses. | P | P | O |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | P | P | O |
| Q65: Appliance replacement is prompt, even on weekends. | P | P | P |

HICKAM AREA (CONT)

| Maintenance/Repair (Cont) | Hickam (n=578) | Wheeler (n=88) | Bellows (n=2) |
|--|-------------------|-------------------|------------------|
| Q66: The quality of repair & maintenance work is generally good. | P | P | NN |
| Q67: Preventive maintenance on residences is usually performed regularly. | N | N | NN |
| Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed. | O | O | - |
| Q69: Maintenance of lanais is generally adequate. | N | O | - |
| Services | | | |
| Q70: Household trash and garbage service is usually good and on schedule. | P | P | P |
| Q71: Bulk trash collection is good and on schedule. | P | P | P |
| Q72: Ant and mosquito spraying is done when needed. | P | N | NN |
| Q73: Fire inspections are performed regularly. | P | N | N |
| Q74: The pesticides currently being used to spray for insects works well. | O | N | NN |
| Security/Safety | | | |
| Q75: Walking patrols are adequate during deployments. | P | N | - |
| Q76: Quarters security is generally good. | P | P | P |
| Q77: Speed limits are enforced within our housing area. | O | O | P |
| Communications | | | |
| Q78: Orientation & information packets for newcomers are adequate. | P | O | - |
| Q79: Community meetings are held regularly. | NN | NN | NN |
| Q80: OCFHO reps are usually available at community meetings. | N | N | - |
| Q81: Phone calls to the trouble desk usually get through promptly. | P | N | - |
| Q82: The Housing Hotline is working well and helping residents with problems. | O | O | - |
| Q96: We have been receiving the "Aloha Ohana regularly since it was first published. | P | P | N |
| Q97: We feel the "Aloha Ohana" is interesting and informative. | P | P | P |

HICKAM AREA (CONT)

Self-Help

| | Hickam (n=578) | Wheeler (n=88) | Bellows (n=2) |
|---|-------------------|-------------------|------------------|
| Q83: The location of self-help stores is good. | P | N | P |
| Q84: The hours the self-help stores are open are adequate. | P | O | P |
| Q85: Self-help stores are well stocked with the right items. | O | N | P |
| Q86: I am satisfied with the service at the self-help stores. | P | O | P |
| Q87: Routine repairs usually can be done by occupants without engineering help. | P | P | P |
| Q88: The self-help program works well. | P | P | PP |
| Q89: Use of the self-help program is actively encouraged. | P | P | PP |

TLA Program

| | | | |
|--|---|---|----|
| Q90: The TLA program has few, if any, problems. | O | P | P |
| Q91: TLA is extended when needed. | P | P | PP |
| Q92: The TLA program relieves service family money problems. | P | P | PP |
| Q93: The TLA program maintains a good hotel list. | P | P | PP |

General Satisfaction

| | | | |
|--|---|---|----|
| Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor. | O | N | NN |
| Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii. | P | P | PP |
| Q98: Overall, I am generally satisfied with our present housing unit. | P | P | PP |
| Q99: Overall, my spouse is generally satisfied with our housing unit. | P | P | PP |
| Q100: My present living conditions are having a positive effect on my job performance. | P | P | PP |
| Q101: My present living conditions are having a positive effect on my military career intentions. | O | P | PP |

HICKAM AREA

QUESTIONNAIRE ITEMS - PART 2

Hickam Wheeler Bellows
(n=578) (n=88) (n=2)

Policies/Procedures

| | | | |
|---|----|----|----|
| Q102: A neighborhood coordinator is needed in my housing area. | O | P | P |
| Q103: Names and number of coordinators should be readily available. | P | P | PP |
| Q104: E1 to E3 families should be allowed in military family housing. | P | PP | PP |
| Q105: Live-in domestic help should be allowed in military family housing. | P | P | PP |
| Q106: Occupant improvements should be allowed to remain when occupants move out. | PP | PP | PP |
| Q107: Temperatures on hot water tanks need to be hotter for dishwasher use. | N | O | P |
| Q108: Residents should be allowed to cover/ screen lanais where slabs exist. | PP | P | PP |
| Q109: Residents should be allowed to cover/ enclose outside storage areas. | PP | P | PP |
| Q110: All housing areas should be gated to discourage unauthorized traffic. | P | P | P |
| Q111: Speed bumps/rumble strips are needed in my housing area. | O | O | NN |
| Q112: Residents should be allowed to fence their yards. | PP | PP | PP |
| Q113: Government temporary housing should be provided on base instead of TLA. | O | O | NN |
| Q114: Greater financial allowances are needed for those living in civilian housing. | P | P | PP |
| Q115: Pets should be considered when housing is assigned. | O | P | PP |
| Q116: Residents need to be informed of policy changes more regularly. | PP | PP | PP |
| Q117: Family housing briefings should be mandatory for s.m. & spouse. | P | P | P |
| Q118: One person in each housing office should to assist newcomers. | P | P | P |
| Q119: The commands should encourage and support the sponsor program more. | P | PP | P |
| Q120: Washers, dryers, dishwashers & disposals should be in all units. | PP | PP | PP |
| Q121: Phone stickers with emergency & work order numbers should be provided. | PP | PP | P |

HICKAM AREA

Maintenance/Repair

| | Hickam (n=578) | Wheeler (n=88) | Bellows (n=2) |
|--|-------------------|-------------------|------------------|
| Q122: Greater quality control of contractor work is needed. | P | P | P |
| Q123: Schedules for contractor services should be published. | P | PP | PP |
| Q124: Follow-up maintenance inspections of quarters should be done. | P | P | O |
| Q125: Move-out and move-in inspections should be combined when possible. | P | P | PP |
| Q126: Additional carports are needed in my housing area. | P | P | N |
| Q127: Safety should be considered more when acquiring playground equipment. | P | P | P |
| Q128: Surveys of residents' maintenance needs should be taken periodically. | P | PP | PP |
| Q129: Maintenance hours should be expanded to include evenings and weekends. | P | P | PP |
| Q130: Residents should be allowed to do more maintenance and repair. | O | P | PP |
| Q131: Empty quarters should be sprayed more than once. | P | PP | P |
| Q132: Lawn care should be provided for families of deployed personnel. | O | O | PP |
| Q133: Residents should spray their own qrts to supplement OCFHO spraying. | P | P | P |
| Q134: Geckos should not be killed. | P | P | PP |
| Q135: Residents should remove stagnant water & wood scraps from their yards. | P | P | PP |
| Q136: Rules requiring quarters to be kept clean should be strictly enforced. | P | PP | PP |

Security/Safety

| | | | |
|--|----|---|----|
| Q137: Dead-bolt locks and peep holes should be installed in all units. | PP | P | PP |
| Q138: Glass door and window locks should be provided. | PP | P | PP |
| Q139: Trees and bushes around housing units should be thinned to aid security. | P | P | O |
| Q140: Protective fencing should be installed. | P | P | P |
| Q141: Neighborhood watches should be instituted. | P | P | PP |

HICKAM AREA

Security/Safety (Cont)

| | Hickam (n=578) | Wheeler (n=88) | Bellows (n=2) |
|---|-------------------|-------------------|------------------|
| Q142: Residents should check their own smoke alarms not maintenance people. | P | P | NN |
| Q143: Residents should install their own security devices. | P | P | P |
| Q144: Residents should do their own security inspections. | P | O | PP |

Self-Help

| | | | |
|---|---|----|----|
| Q145: Shrubs should be available in self-help. | P | P | PP |
| Q146: Check-out procedures should be standardized. | P | P | O |
| Q147: More instructional programs are needed. | P | P | P |
| Q148: Pesticides should be stocked. | P | PP | PP |
| Q149: A "how-to-do-it" library should be installed. | P | P | PP |
| Q150: Materials for group outing areas should be stocked. | P | P | PP |

KANEOHE AREA

QUESTIONNAIRE ITEMS - PART 1

Kaneohe
(n=412)

Policies/Procedures

| | |
|---|----|
| Q6: Area housing office personnel are concerned about service families. | O |
| Q7: Area housing office personnel are responsive to the needs of families. | O |
| Q8: Area housing office personnel are usually informative. | P |
| Q9: My military family housing was assigned fairly. | P |
| Q10: Military family housing is assigned in a consistent manner. | P |
| Q11: Area housing office services are available to all. | P |
| Q12: Area housing office personnel review and explain housing rules & regs. | O |
| Q13: Area housing office personnel provide assistance to spouses. | O |
| Q14: Service by area housing office personnel is adequate, even during peak periods. | P |
| Q15: The appearance of area housing offices is satisfactory. | P |
| Q16: Area housing offices seem to be operated efficiently. | P |
| Q17: Military family housing rules and regulations are properly enforced. | O |
| Q18: The time it takes to process in and out of the area housing office is not a problem. | P |
| Q19: Military family housing rules are enforced the same in all areas. | O |
| Q20: Copies of rules & regs are available at the area housing office. | P |
| Q21: Copies of rules & regs are provided in the welcome packets. | P |
| Q22: I like the idea of mixing of Services in the housing areas. | P |
| Q23: The present quarters cleaning policy allows for quick move-out. | O |
| Q24: Military family housing assignment policy is flexible enough to accommodate special cases. | O |
| Q25: Suggestion boxes in area housing offices make it easy to provide feedback to housing management. | P |
| Q26: I like the policy that allows plants to remain when occupants move out. | PP |

KANEOHE AREA (CONT)

Operations

Kaneohe
(n=412)

- Q27: The amount of time it takes to get loaner furniture is not a problem.
- Q28: Inspections of my quarters were completed before we moved in.
- Q29: The waiting time for approval of yard fencing is not a problem.
- Q30: Contractor deficiencies and engineering problems are usually corrected promptly.

P
O
O
N

Housing Referral

- Q31: Accurate civilian housing lists were available to be when I arrived.
- Q32: Civilian housing units are inspected for adequacy before being put on lists.
- Q33: Information on buying, leasing and contracts for civilian housing is usually provided by housing offices.

P
O
P

Facilities

- Q34: The quality of family housing in my community is continually improving.
- Q35: Parks and playgrounds are adequate in my housing area.
- Q36: My military family housing unit is large enough to meet our needs.
- Q37: The bedrooms in military family housing unit are large enough.
- Q38: There are enough bathrooms in my military family housing unit.
- Q39: Parking spaces in my housing area are adequate.
- Q40: Noise between housing units in my area is not a problem.
- Q41: My military family housing unit is located conveniently close to work.
- Q42: The operation of the plumbing is good in my housing unit.
- Q43: The operation of kitchen appliances in my unit is satisfactory.
- Q44: My military family housing unit is well constructed.
- Q45: The floor plan of my housing unit is good.

P
O
P
P
P
P
O
P
P
P
N
P

KANEOHE AREA (CONT)

Facilities (Cont)

Kaneohe
(n=412)

| | |
|---|---|
| Q46: My hot water tank is large enough to meet family needs. | P |
| Q47: My housing unit was clean when we moved in. | P |
| Q48: Sidewalks are adequate within my housing community. | P |
| Q49: Community facilities are adequate to meet the needs of my community. | P |
| Q50: Bathroom/kitchen remodeling is not needed in my housing unit. | O |
| Q51: New playgrounds and improvements are not needed in my housing area. | N |
| Q52: Existing playgrounds are well maintained in my housing area. | N |
| Q53: Kitchen cabinets are adequate in my housing unit. | O |
| Q54: Door and window screen material currently being used is adequate. | O |
| Q55: Playground inspections are conducted often enough. | N |
| Q56: Playgrounds in my area are located a sufficient distance from roads. | P |
| Q57: Recreation areas and equipment for different ages are adequate in my housing area. | N |

Maintenance/Repair

| | |
|---|---|
| Q58: Road maintenance is adequate within my housing community. | P |
| Q59: Maintenance of common areas is good in my community. | P |
| Q60: Maintenance and repair personnel are courteous. | P |
| Q61: Response to emergency calls for service is good. | O |
| Q62: Response to routine calls for service is good. | O |
| Q63: The 24-hour emergency call-in line produces quick responses. | N |
| Q64: Assigning work order numbers at the time of the call is resulting in faster service. | O |
| Q65: Appliance replacement is prompt, even on weekends. | O |

Kaneohe Area (CONT)

Maintenance/Repair (Cont)

Kaneohe
(n=412)

- Q66: The quality of repair & maintenance work is generally good.
- Q67: Preventive maintenance on residences is usually performed regularly.
- Q68: Residents are usually given time frames or a definite time when repairs or maintenance will be performed.
- Q69: Maintenance of lanais is generally adequate.

P
N
N
O

Services

- Q70: Household trash and garbage service is usually good and on schedule.
- Q71: Bulk trash collection is good and on schedule.
- Q72: Ant and mosquito spraying is done when needed.
- Q73: Fire inspections are performed regularly.
- Q74: The pesticides currently being used to spray for insects works well.

P
P
N
O
N

Security/Safety

- Q75: Walking patrols are adequate during deployments.
- Q76: Quarters security is generally good.
- Q77: Speed limits are enforced within our housing area.

N
O
O

Communications

- Q78: Orientation & information packets for newcomers are adequate.
- Q79: Community meetings are held regularly.
- Q80: OCFHO reps are usually available at community meetings.
- Q81: Phone calls to the trouble desk usually get through promptly.
- Q82: The Housing Hotline is working well and helping residents with problems.
- Q96: We have been receiving the "Aloha Ohana" regularly since it was first published.
- Q97: We feel the "Aloha Ohana" is interesting and informative.

P
N
O
O
O
P
P

KANEOHE AREA (CONT)

Self-Help

Kaneohe
(n=412)

- Q83: The location of self-help stores is good.
- Q84: The hours the self-help stores are open are adequate.
- Q85: Self-help stores are well stocked with the right items.
- Q86: I am satisfied with the service at the self-help stores.
- Q87: Routine repairs usually can be done by occupants without engineering help.
- Q88: The self-help program works well.
- Q89: Use of the self-help program is actively encouraged.

P
P
P
P
P
P
P

TLA Program

- Q90: The TLA program has few, if any, problems.
- Q91: TLA is extended when needed.
- Q92: The TLA program relieves service family money problems.
- Q93: The TLA program maintains a good hotel list.

O
P
P
P

General Satisfaction

- Q94: We would prefer to live in military family housing rather than civilian, even if costs were not a factor.
- Q95: We would prefer to live in our present housing area, even if we had a choice of any in Hawaii.
- Q98: Overall, I am generally satisfied with our present housing unit.
- Q99: Overall, my spouse is generally satisfied with our housing unit.
- Q100: My present living conditions are having a positive effect on my job performance.
- Q101: My present living conditions are having a positive effect on my military career intentions.

O
P
P
P
P
P

KANEOHE AREA

QUESTIONNAIRE ITEMS - PART 2

Kaneohe
(n=412)

Policies/Procedures

| | |
|---|----|
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| Q103: Names and number of coordinators should be readily available. | P |
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KANEOHE AREA (CONT)

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Kaneohe
(n=412)

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KANEOHE AREA (CONT)

Security/Safety (Cont)

Kaneohe
(n=412)

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P
O

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P
P
P
PP
PP
P

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